

## **Joni G. McNutt**

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### **EDUCATION**

University of Alaska Fairbanks  
MA, Professional/Technical Writing

University of Alaska Fairbanks  
BA, English, Writing

### **SUMMARY**

- Senior technical editor, writer, and proofreader with significant experience in deadline-driven environments
- Multiskilled specialist with expertise across a wide variety of documentation projects

### **EXPERIENCE**

#### **Contract Editor, Developer Publications**

##### **Apple, Cupertino, California. April 2020 to present.**

Work collaboratively with team of writers and editors to create developer-focused documentation for global audience. Perform developmental and line editing for technical content. Provide constructive feedback and structural guidance to writers. Contribute to creation of style and authoring guidelines. Assist in implementing established guidance, such as *Apple Style Guide* and *Chicago Manual of Style*. Participate in team projects and discussions. Ensure adherence to quality standards. Perform issue tracking.

#### **Technical Writing and Editing Consultant**

##### **September 2007 to September 2009; February 2015 to present.**

Perform technical writing, editing, and proofreading consultation on a contract basis. Areas of expertise include medical editing, healthcare documentation, science editing, content management, software/web documentation, user guides, help systems, process documentation and workflow, policies and procedures, and document management. Clients include Pika Energy, Tufts Health Plan, Fluid Imaging Technologies, IDEXX Laboratories, TD Bank, Maine Medical Center, Martin's Point Health Care, Bank of America, Casco Bay Eyecare, KempGoldberg, Pet Health Network, IDEXX Reference Laboratories, CD&M Communications, Wine Wise, The Baker Company, The VIA Agency.

#### **Senior Technical Writer**

##### **Clear Ballot Group, Boston, Massachusetts. August 2016 to February 2020.**

Responsible for product documentation for suite of election software and hardware products. Interpreted and adhered to federal and state regulations governing voting systems. Worked collaboratively with engineering, quality assurance, customer support, business development, marketing, systems, operations, certification, product management, and executive management teams to create product deliverables within specified timeframes. Worked iteratively with voting system test laboratory, state and county governments, and federal agency for federal and state certifications. Created infrastructures and processes for document management and control. Set documentation and design standards. Created corporate style guide. Developed technical support and training materials. Administered customer support site and document-sharing repositories.

#### **Technical Writer/Quality Program Analyst**

##### **Martin's Point Health Care, Portland, Maine. May 2012 to February 2015.**

Created and revised policies and procedures for successful NCQA health plan accreditation. Designed job aids and created protocols for healthcare delivery system. Created corporate style guide. Developed training materials. Managed corporate-wide policies. Created infrastructures and processes for document management. Created and maintained policy intranet site. Performed data analysis and developed reports. Provided project management and leadership for annual HEDIS project, which achieved CMS 5-Star Rating (one of 11 in the nation).

#### **Technical Writer/Product Manager**

##### **Bottomline Technologies, PayMode Division, South Portland, Maine. September 2009 to April 2012.**

Responsible for product documentation and user experience for e-payment and e-invoicing SaaS applications. Created help systems, user guides and other reference/technical materials. Oversaw and coordinated user interface design and implementation. Worked closely with development, quality assurance, systems, operations, and product management teams to deliver product and infrastructure enhancements within specified timeframes. Created mockups for team review and approval. Ensured adherence to product standards. Performed project management. Conducted product training. Assisted with quality assurance.

#### **Senior Director, Product Development**

##### **Pet Health Network, Yarmouth, Maine. August 2006 to September 2007.**

Responsible for daily management and oversight of all software and hardware development efforts for start-up enterprise. Researched, wrote, and edited product content and supporting documentation. Analyzed project/product requirements, developed design architecture and produced design specifications. Designed user interface components. Led cross-functional teams of technical, creative, and manufacturing resources in product development projects from conceptualization through implementation. Prioritized deliverables and defined project scope. Ensured projects were on schedule and within budget. Performed release management. Managed and resolved customer technical issues. Tested software, hardware, and web-based products.

**Senior Technical Writer****IDEXX Laboratories, Westbrook, Maine. August 2001 to August 2006.**

Created, edited, and proofread documentation in support of all US-based products and services across five lines of business, including user guides, release notes, installation and troubleshooting guides, technical support documents, help systems, package inserts, product labels and packaging, pharmaceutical submissions, presentations, brochures, reports, research papers, white papers, abstracts, web content, marketing and e-mail campaigns, internal training materials, and end-user training delivery systems. Developed documentation and design standards. Oversaw creation of international technical documentation. Adhered to regulatory standards of publication (USDA, FDA, ISO, AMA, EPA). Created corporate style guide. Ensured consistency and quality for product and company brands and style conventions. Performed document design and layout. Designed user interface components. Performed project management. Tested software and hardware.

**Technical Writer****Clareon Corporation, Portland, Maine. July 2000 to July 2001.**

Determined documentation and design needs of web-based product for business-to-business e-payment start-up company. Produced, edited, and proofread all aspects of documentation in support of software development process, including web content, help systems, user documentation, reference materials, process documents, operations procedures, white papers, and training materials. Set documentation and design standards. Designed user interface components. Designed workflow diagrams, flowcharts, prototypes, and scenarios to represent use cases and task analyses. Ensured user-centered design and optimal usability. Tested web-based products.

**Supervisor, Technical Writing and Design****DeLorme, Yarmouth, Maine. March 1995 to June 2000.**

Performed technical writing, design, editing, proofreading, and quality assurance for all aspects of software development, user assistance, and support services documentation. Developed technical style guide. Designed, wrote, and maintained Internet knowledgebase. Developed tutorials, demos, and training materials. Created help systems, web documents, and user manuals. Assisted in product development, design, quality assurance, and release for all CD/DVD, mobile, GPS, and web-based applications. Designed user interface components. Tested hardware and desktop, mobile, and web-based software products. Conducted in-house product training. Researched and wrote gazetteers. Performed CAD, map editing, and data research for paper products. Project-managed team of 15–20 in developing new method of producing gazetteers.

**COMPUTER SKILLS****Software Experience**

Adobe Acrobat	Dreamweaver	Microsoft Excel	Salesforce
Adobe Captivate	Drupal	Microsoft PowerPoint	ShareFile
Adobe FrameMaker	Ektron CMS400	Microsoft Project	Sitecore
Adobe Illustrator	Filemaker Pro	Microsoft SharePoint	Slack
Adobe InDesign	Git	Microsoft Visio	Snagit
Adobe PageMaker	Google Docs	Microsoft Visual SourceSafe	Subversion
Adobe Photoshop	HealthStream Learning Center	Microsoft Word	Tableau
Adobe RoboHelp	Hudson	Numbers	TargetProcess
athenaNet	Jira	oxygen	Tectia SSH
Balsamiq Mockups	Keynote	Pages	Toad
BEdit	Lucidchart	Perforce	Tortoise
Bugzilla	MadCap Flare	Quality Reporter	Tower
Centricity	Mercurial	QuarkXPress	Trac
Confluence	Microsoft Access	Quip	WordPress

**Coding Experience**

Apple Guide Script	HTML/XML	Markdown	WinHelp
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**TRAINING/CERTIFICATIONS**

MadCap Flare Certification MadCamp, La Jolla, California	Business Operations School Westbrook, Maine	Lew Tice Management Training Anchorage, Alaska
Certificate in Grant Writing University of Southern Maine	Dale Carnegie Leadership Training Westbrook, Maine	Dale Carnegie Management Training Fairbanks, Alaska
Plain Language Training National Institute of Health	Operations Management Training Dallas, Texas	

**PUBLISHED WORKS**

*In Praise of Wine.* Santa Barbara, CA: Capra Press, 1993.