Sam Hain

Sr. Technical writer and editor

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An award-winning and results-oriented Technical Writer and editor, with strong communication skills and understanding of modern web and mobile applications and documentation processes.

An efficient and motivated professional that thrives in fast-paced environments and is proficient at building stakeholder relationships across an organization.

Subject matter expertise includes APIs, SDKs, IAM, SIEM, cybersecurity, UI/UX, gaming, AI, healthcare software, speech recognition, mobile devices and applications, software as a service, and financial processes.

Career highlights:

- Over a decade of experience as a technical writer: Creating content for industry leaders and start-ups.
- Over a decade of experience as a technical editor: Editing engineering and writer content, creating style guides, and content templates.
- Two-time winner of top company employee of the year award.
- Teaching technical writing and editing to over a dozen students, including engineers, and novice to experienced writers.
- Content structure editor for a published BlackBerry developer guide.
- Organizer of the first BlackBerry developer conference.
- Software engineer and trainer for Sun Life Insurance Canada.

Expertise:

Knowledge:

- Technical Writing and Editing
- Documentation and Localization Project Management
- Docs as code
- DevOps, Agile, Scrum, SDLC

Coding:

- Android Studio, IntelliJ IDEA, Xcode, Visual Studio Code, Eclipse
- Git, GitHub, Stash, Bitbucket, Perforce, Visual Source Safe

Authoring and editing:

- Paligo, IntelliJ IDEA, Madcap Flare, Adobe Framemaker, XMetal
- Asciidoc, Markdown, Jekyll, Antora, Swagger
- ReadMe.io, G Suite, MS Office

Programming and scripting:

- Swift, Go, JavaScript, Python, Java, C++, C#,
- JSON, Rest APIs, OpenAPI Spec/Swagger
- XML, CSS, HTML5

Deliverables:

- API reference, SDK docs
- End-user, admin, and developer getting started guides and tutorials.
- Online Help, context-sensitive Help
- Release notes, FAQs, How-Tos
- Read MEs

Communication:

- Google Meet, Zoom, Slack, Webex, and MS Teams
- JIRA, Confluence, Rally
- Windows, Mac, Linux, Unix
- Snagit, Lucidchart, OmniGraffle, Figma, Microsoft Visio

Professional Experience

Ping Identity/ForgeRock, Vancouver, British Columbia (Remote)

Sr. Staff Technical Writer/Scrum master, 6/2021 – 11/2023
Main writer for ForgeRock Platform UI documentation, 4/2022 – 11/2023

- Write and edit content for IAM and SIEM administrators using Asciidoc, Antora, IntelliJ IDEA, Stash, Bitbucket, and GitHub.
- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.
- Create and edit diagrams and graphics using Snagit, Lucidchart, OmniGraffle, and Figma.
- Scrum master for documentation projects: Facilitate meetings, schedule sprints, help team.

Main writer for ForgeRock SDK documentation, 6/2021 – 11/2023

- Write and edit content for developers using Asciidoc, Markdown, Antora, Jekyll, IntelliJ IDE, Visual Studio Code, Bitbucket, and GitHub. Includes guides, SDKs, and API reference for Android, IOS, and JavaScript developers.
- Migrate content from Markdown and Jekyll to Asciidoc and Antora.

Microsoft, Seattle, Washington (Remote)

Content manager/Technical Editor, 9/2020 – 4/2021

- Create and edit learning path content for Microsoft Partner Network and Partner University, including instructor-led training, self-paced learning, skill assessments.
- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.
- Collaborate virtually with subject matter experts, stakeholders, and channel/product partners.
- Write and publish online and instructor lead content using Markdown, Visual Studio Code, and YAML.
- Migrate content and videos for 170 courses to the Vimeo platform.

Maark, Charlestown, Massachusetts (Remote)

Programmer Writer and editor, 4/2020 – 2/2021

- Main writer and editor for cybersecurity solution for major US wireless carriers — AT&T, Verizon, and T-Mobile.
- Write REST API and SDK (Java, JavaScript, Go, Swift, JSON) documentation, and code samples for Android and iOS Developers using Markdown, ReadMe.io, Swagger, and Visual Studio Code.

- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.
- Create writing style guide, authoring process, and templates for documentation.
- Use JIRA to create and manage documentation Epics, stories, and backlog in JIRA.
- Migrate content from ReadMe.io to Markdown.

Moment Factory, Montreal, Quebec (Remote)

Technical Writer/Project Consultant, 3/2020 – 03/2022

- Write and edit system administrator guides for AT&T, Super Nintendo World, and Universal Studios using Paligo, DITA, G Suite, Adobe Acrobat, and MS Office.
- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.
- Create writing style guide, authoring process, and templates for documentation.
- Mentor new writers and engineers about writing best practices.
- Develop and implement department documentation process and writing standards to improve process efficiency and customer satisfaction.
- Create and manage agile sprint project schedules to align with department and corporate goals.

Morgan Stanley, Montreal, Quebec (Remote)

Technical Writer, 9/2019 – 11/2019

- Create cybersecurity blue-print documentation for use by North America employees.
- Create VBScript applications that generate weekly reports for corporate management.

Microsoft, Seattle, Washington (Remote)

Technical Writer/Programmer Writer, 4/2019 – 8/2019

- Write API Reference (C++/CX) documentation and code samples for Xbox Developers using Markdown, Git, GitHub, and Visual Studio Code.
- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.

Nuance Communications, Montreal, Quebec (3 years on-site, 7 years remote)

Senior Technical Writer/Project manager, 3/2009 – 2/2019

- Main writer and editor for 40 Dragon SaaS product documentation projects.
- Write and edit 70 user, developer, and administrator guides using Madcap Flare, MS Visio, Snagit, DITA, and XML. Work on developer guides includes C++-based SDK documentation, API documentation, and code samples.
- Winner of top company employee awards in 2010 and 2011.
- Edit and proofread content from other writers and SMEs for grammatical accuracy, content organization, minimalism, active voice, and usability.
- Create writing style guide and templates for documentation.
- Create and manage documentation Epics, stories, and backlog in JIRA and Confluence.
- Develop project documentation plans and schedules, facilitate meetings with stakeholders to understand function of systems and intent of user guides.
- Report, research, and resolve documentation issues in work management system.

Education and Credentials

Degrees:

- University of Waterloo:
  Bachelor of Mathematics and Computer Science

Certificates:

Writing and Editing

- Columbas State Community College: Editing and Proofreading
- Poynter ACES: Editing
- University of Wisconsin-Eau Claire: Structured Writing for Technical Communication
- University of Wisconsin-Eau Claire: Technical Communication for Project Management
- University of Richmond: Business Writing
- University of New South Wales: Requirements Writing
- University of Texas: Business Communication
- Macquarie University: Instructional Design
- Canadian College of Educators: Training and Development
- Washington State University: Online Teaching and Adult Learning
- TotalSuccess: Train the Trainer

Cybersecurity, Blockchain, AI, Project management

- Microsoft Cybersecurity Professional
- Google Cybersecurity Professional
- EC-Council: Ethical hacking (cyber defense)
- EDUCBA: SIEM (Splunk)
- INFOSEC: Cyber Incident Response
- INFOSEC: Cybersecurity
- Duke University: DeFi (Blockchain & Crypto)
- Intel: Artificial intelligence
- Stanford University: Advanced Project Management
- Scrum.org: Professional Scrum Master
- AAPM: Master Project Management
- Berteig Consulting, Inc: Agile Project Management
- University of Texas at Austin: Agile Project Management
- Duke University: Business Analysis