

# Allen C Fredrick

Technical Writer | Product Guides | CMS | XML/HTML | Knowledge Management

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I am excited about this opportunity and appreciate you accepting my application.

I am writing to express my interest in the technical writing position within your organization. With over a decade of experience in technical content development and leadership, coupled with a strong foundation in customer support and web content management, I bring a unique blend of technical proficiency, communication excellence, and people management skills to the table.

I currently lead the end-to-end content delivery by coordinating with leadership, managing workloads, and overseeing documentation tasks through JIRA. I wrote and published installation guides, feature descriptions, and release notes using Paligo, ensuring timely HTML and PDF outputs. I also handled weekly stand-ups, resolved blockers, and managed content uploads via FileZilla.

My career began in 2006 in customer service, and through steady growth, I transitioned into roles involving technical support, gaming support, sales, and eventually, content development. Over the past ten years, I have specialized in technical writing across diverse domains—ranging from API documentation and SDK guides to installation manuals, training materials, and HTML content generation. Currently, I serve as the Lead Technical Writer at Infinite Computer Solutions, where I oversee content strategy, task allocation, and end-to-end documentation delivery using tools like JIRA, Paligo, and FileZilla.

Previously, I have contributed to well-established companies such as Salesforce, Telit Communications, and Dell, producing high-quality content for complex systems including IoT devices, VxBlock Converged Infrastructure, and client/server solutions. I have also built custom documentation tools, led content automation initiatives, and created e-learning modules using Articulate Storyline and Camtasia.

As a self-taught and self-driven technical writer, I take pride in continuously building my skill set. My experience with Agile workflows, XML authoring tools (XMetaL, Oxygen, FrameMaker), HTML generators (Doc-to-Help, Doxygen), and visual content creation platforms (Snagit, Photoshop) allows me to deliver accurate and visually engaging content. Additionally, my background in leadership enables me to mentor junior writers, manage timelines, and align content delivery with product goals.

## Career Highlights

- I have 17 years of comprehensive experience, including 8 years in technical writing.
- I lead weekly stand-up meetings to resolve blockers and requirements.
- I specialize in technical content development and have created a wide range of documents, such as:
  - Installation manuals
  - Quick start guides
  - Release notes
  - API reference guides
  - SDK guides
- I develop SDK documentation for IoT devices using C and C++.
- I work confidently in version control environments, including GIT and SDL Publication Manager.
- I have led multiple projects involving software, hardware, and network devices.
- I manage projects using both Agile and Waterfall methodologies.
- I deliver clear documentation for both technical and non-technical audiences, drawing on strong customer communication skills.
- I explore and present business proposals to improve content delivery methods.
- I consistently contribute insights and recommendations to enhance documentation quality.
- I interpret and work with various programming languages and technologies, including C++, C Header files, REST API, XML, JSON, VBA, HTML, Linux, GitHub, Python, Markdown, and PERL.
- I have demonstrated versatility by excelling in roles across technical writing, web content development, customer care, sales, and technical support.

I am excited about the opportunity to bring my expertise and passion for technical communication to your team. I look forward to the possibility of discussing how I can contribute to your organization's documentation excellence and knowledge-sharing culture.

Thank you for your time and consideration.

Sincerely,

Allen C Fredrick.