

# Heath Reinhard

## Versatile Technical Writer/Editor

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Portfolio:

## Experience

November 2021 - May 2023

### **Meta Platforms, Seattle, WA/Remote** – *Documentation Engineer*

- Supported documentation needs for 34 internal & external products across 8 engineering teams
- Led documentation efforts for mission-critical products used by all internal users and >2B external users
- Collaborated with engineering, design, UX, and data science to ensure the quality, discoverability, and accuracy of technical content
- Independently planned and managed complex documentation projects with multiple stakeholders
- Leveraged internal data to identify developer blockers and measure the impact of doc interventions
- Created docs that reduced onboarding time for several company-wide tools
- Implemented docs-as-code workflows to streamline developer doc processes

April 2017 - July 2020

### **Living Computers: Museum + Labs, Seattle, WA** – *Museum Guide/Staff Writer*

- Collaborated with subject-matter experts and hardware/software engineers to create original museum content highlighting both the historical and technical aspects of their work
- Wrote and maintained documentation, manuals, quick start guides, onboarding guides, wikis, and training materials for internal and external use
- Created original content in the form of live tours, demonstrations, talks and events, as well as online content like blog articles, live streaming shows, social media campaigns, and YouTube videos
- Managed and edited the museum's blog and social media channels
- Developed internal and external content on technical subjects for both highly technical and lay audiences
- Refined the editorial "voice" of the museum by collaborating with relevant stakeholders
- Educated thousands of guests on the history of computing by leveraging the museum's one-of-a-kind collection of operable vintage computers
- Preserved, repaired, and maintained vintage computer hardware and software

May 2008 - April 2017

### **Geek Serv LLC, Seattle, WA** – *Owner/Operator/Founder*

- Founded a business for providing on-site IT support for home users and small businesses
- Recruited, hired, trained and managed a team of computer technicians and customer service representatives
- Developed custom in-house CRM solutions for ticketing, scheduling, invoicing
- Wrote all internal and external communications, including but not limited to: training manuals, software documentation, newsletters, ad copy, and blogs
- Managed multi-modal marketing campaigns in both print and online mediums

- Executed all accounting, clerical, administrative, and scheduling functions using both MS Office and Google Suite
- Maintained a 5-star average rating while servicing thousands of local clients throughout the Puget Sound region

February 2009 - November 2011

**Weight Watchers Online for Men, New York, NY – *Writer***

- Wrote monthly articles on a variety of topics pertaining to sports, health, and fitness for weightwatchers.com
- Adhered to all deadlines and stylistic requirements presented by the Weight Watchers editorial staff
- Conducted independent research on topics from science to sports to health and medicine
- Interviewed well-known athletes and health and fitness experts while researching topics for articles

## **Education**

**The Colorado College, Colorado Springs, CO – *B.A. Philosophy***

## **Skills**