

# ARTO BALTAYAN

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Portfolio: <https://arto-b.github.io>

## SUMMARY

Documentation Engineer with a software engineering background (C/C++), specializing in developer documentation and API documentation. Experienced producing implementation-aligned documentation including API/reference docs, manuals, SOPs, style guides, and validation documentation (IQ/OQ). Strong focus on clarity, consistency, and maintainable documentation workflows.

## CORE COMPETENCIES

Developer Documentation • API Documentation • Reference Documentation • SDK/API Concepts • Doxygen • Docs-as-Code Concepts • Style Guides • SOPs • IQ/OQ Validation Docs • Technical Editing • Information Design • Cross-functional Collaboration • SME Interviews

## TOOLS & TECHNOLOGIES

Tools: Visual Studio • Git/GitHub • Doxygen • Microsoft 365 (Word) • Adobe InDesign • Illustrator • Photoshop

Languages: C/C++ • Java • Python (basic)

Databases: Relational Databases (Oracle)

## PROJECTS

### Binary Search Tree (C++) — iterative implementation + published API reference

- Built an iterative, pointer-based BST in C++ using raw pointers and manual memory management
- Avoided recursion and STL containers; implemented custom Stack and Queue helpers for traversal and deletion operations
- Wrote developer-facing documentation and published a Doxygen-generated API reference online

## **EXPERIENCE**

### **Technical Writer / Documentation Specialist — Particles Plus Inc. | 2025–Present**

- Produce customer-facing documentation: technical manuals, quick start guides, calibration manuals, and troubleshooting-oriented content
- Create validation documentation supporting regulated environments, including Installation Qualification / Operational Qualification (IQ/OQ) manuals
- Write and maintain internal documentation and SOPs supporting engineering/manufacturing workflows
- Develop and maintain the Particles Plus Style Guide to standardize terminology, formatting, voice, and document structure across deliverables
- Create diagrams, layouts, and product visuals using Microsoft 365 and Adobe Creative Suite (InDesign, Illustrator, Photoshop)

### **Freelance Writer/Editor (E-books) | 2021–2024**

- Edited and produced full-length e-books, including content development, editorial QA, and publishing deliverables

### **Freelance Technical Writer | 2015–2020**

- Produced software documentation including user guides, help documentation, and API documentation
- Wrote technical blog posts, SOPs, and process documentation for technical audiences

### **IT Instructor — Certified Staffing Solutions | 2013–2014**

- Delivered instruction in programming and operating systems; developed lesson plans and technical course materials

### **Technology Writer (Published Articles) | 2010–2012**

- Wrote technology-focused articles for major online publications including eHow, Houston Chronicle (Chron.com), Arizona Republic (azcentral.com), and related platforms
- Produced accessible explanations of technical concepts for broad and semi-technical audiences

**Systems Engineer (Pre-Sales / Post-Sales) — Cyrano Inc. | 2002–2003**

- Delivered technical presentations and product demonstrations for software tools supporting Oracle database environments
- Built and configured test Oracle databases to support demonstrations and technical validation
- Supported customer onboarding and created technical support and pre-sales documentation

**Systems Engineer (Pre-Sales / Post-Sales) — InCert Software Corp. | 1999–2001**

- Delivered technical presentations and product demonstrations to engineering audiences for enterprise debugging and exception-tracing software
- Developed small C++ and Java test applications to demonstrate exception tracing and code-level diagnostics
- Provided internal technical training on Java, C++, and object-oriented concepts to staff and documentation teams
- Supported customer implementations and produced technical and pre-sales documentation

**Computer Science Instructor — Herzing College (Montreal, Canada) | 1994–1998**

- Taught object-oriented programming, data structures, and relational database theory

**Software Engineer — Mitech Computer Systems (Montreal, Canada) | 1990–1993**

- Developed forecasting and inventory systems; built front-end database applications

**CERTIFICATIONS & EDUCATION**

Oracle Certified Professional — Oracle Fusion Middleware

Oracle Certified Professional — Oracle Database Administrator

Associate of Science (equivalent), Computer Science (Software Technology) — McGill University