Robb Surridge

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profile

- proven success writing for diverse audiences
- demonstrated affinity for highly complex subject areas
- skilled at analyzing, structuring and presenting information
- intelligent, easy to work with, and a self-motivated leader
- seeking meaningful work in software writing, design and programming

experience

AUTODESK INC. / KYNOGON SA
OCTOBER 2007 – PRESENT

Principal Content Developer: Stingray game engine

- product owner, interaction designer and lead writer for a completely new system of in-product walkthrough tutorials
- contributed to product help content aimed at programmers and more technical users
- programmed and maintained documentation build systems that turn text files and code comments in GitHub into user-facing pages shared on corporate delivery platforms
- evangelized team workflows to other internal learning and design groups
- assisted in bringing a major new product to market

Principal Content Developer: lead for SDKs and developer learning

- managed the production and delivery of SDK documentation for over a dozen products, including flagship products Maya and 3ds Max – millions of words in multiple languages
- led a small team of dotted-line reports across product teams, collaborating with other stakeholders such as development teams, localization services, developer support, etc.
- standardized production methods, tools, and delivery across all projects
- coordinated resources across challenging release schedules
- mentored less-experienced writers on the team

Senior Content Developer: games middleware SDKs

- solely responsible for writing and maintaining documentation sets for multiple C++ SDKs
- worked in diverse and complex problem spaces, including artificial intelligence, procedural animation, and 3D global illumination
- became fluent at reading code and tracing execution paths
- contributed to API designs and usability, found bugs in implementations, and wrote useful code examples for customers

INDEPENDENT CONTRACTOR
MAY 2004 – OCTOBER 2007

- worked for large and small companies in a variety of industries, including Siemens, the Forestry Engineering Research Institute of Canada (FERIC), telecom specialist Broadsoft, and Montreal-based Maximum Throughput
- created, updated and maintained product documentation sets, including page layouts, graphic design and web design
- produced content in printed, electronic and on-line formats, often generated from a single source
- quickly and successfully assimilated the special vocabularies, style and other considerations required for writing in unfamiliar industries
- demonstrated ability to learn new products in great detail with minimal input and supervision from development and project management teams

ORACLE CORPORATION / STELTOR INC. / CORPORATE SOFTWARE & TECHNOLOGIES
OCTOBER 1999 – FEBRUARY 2003

technical writing
- created and maintained complete documentation suites for multiple client and server software products in a variety of formats
- wrote and edited for levels ranging from novice computer users to experienced system administrators
- worked closely with software developers and other writers
- identified, tracked and documented technical issues ranging from minor bugs to large-scale considerations
- wrote corporate style guide governing language and word usage

application design
- designed and programmed user interface for a web-based server administration tool
- evaluated and improved usability of page designs and navigation schemes
- bridged the application programming and documentation departments

marketing writing
- collaborated in the production of marketing collateral
- wrote and edited technical white papers, press releases, data sheets, presentations and web content
- co-authored and edited sales documents including responses to requests for information (RFIs) and proposals (RFPs)

graphic design
- produced technical illustrations, page layouts, images and concepts for marketing materials and product documentation

skills

- fully bilingual (English and French)
- comfortable in Windows, Mac and UNIX environments
- experience with Internet technologies including HTML5, Javascript, and CSS; data representations such as XML and JSON; programming languages including C, C++, C#, Java, Python, Perl, Lua
- familiar with standard design, collaboration and programming software, including Adobe FrameMaker, Photoshop, Illustrator and Acrobat, Microsoft Word and the Office suite, Visual Studio, etc.
- comfortable with version control systems including SVN, Perforce, Git, and GitHub

education

Bachelor of Arts (Music), McGill University (1999)
- graduated with distinction (4.0 GPA)
- admitted to Dean's List and granted McConnell Award (1998)
- studies in Music and Philosophy emphasized analysis, creativity, and clear, concise writing

references

available upon request