Brian Fisher

brb311@gmail.com
linkedin.com/in/brianreedfisher

github.com/brian311
AsciiDoc, Groovy, Java, JavaScript, Perl, HTML, XML, CSS

Experience

Senior Technical Content Developer – CloudBees   March 2022 – Curren

- Develop CloudBees CD/RO release notes and product documentation for the UI, DSL, plugins, microservices, and installation options using Docs as Code approach.
- Ensure content is easily understood by a diverse, global audience, including developers, systems administrators, and DevOps professionals.
- Collaborate with the development, product, and support teams to ensure delivery of accurate and timely documentation.
- Continuously improve the structure and format of documentation for better user experience.
- Help increase the overall adoption of CloudBees' products by making the documentation more accessible and logical.
- Participate in peer and technical review processes to ensure documentation accuracy and adherence to internal standards.

Senior Technical Writer – Blackbaud   September 2019 – February 2022

- Led internal and external user assistance content development for Blackbaud Merchant and Payment Services.
- Worked with HTML, CSS, JavaScript, and XML in MadCap Flare to accomplish daily tasks.
- Increased technical writing scrum team participation percentage on six teams by 100% by attending ceremonies.
- Delivered help systems by adding version control, writing content in XML, and applying variables and conditions.
- Reviewed UI text for adherence to internal standards and suggest improvements to the team.
- Published resource centers using Docs as Code approach in to supplement user education.
- Contributed code to sprints by updating UI text and help keys in JSON files using GitBash and Visual Studio Code.
- Edited developer documentation, including sample code, and coach engineers to improve writing ability.

Senior Technical Writer – Finastra   October 2007 – October 2019

- Envisioned API-based developer documentation system for strategic Fusion Digital Banking offering.
- Developed FusionFabric.cloud API product documentation in Swagger using YAML and JSON files.
- Designed and developed HTML and XML help projects, ensuring delivery of context-sensitive assistance.
- Edited documentation for accuracy, style, and format, providing up-to-date and consistent content.
- Created documentation plans, defining deliverables to meet or exceed client expectations for quality and delivery.
- Tested software, confirming stability and accuracy of documentation and enabling timely release.
- Authored internal and external client communications, adhering to corporate style guide.

Manager, Technical Writing – Harland Financial Solutions (Intrieve)   September 2003 – October 2007

- Managed technical writing teams, implementing new processes and technologies to further content strategy.
- Completed FrameMaker content conversion by moving 100% of files to a help system with 14,000+ HTML topics.
- Replaced native RoboHelp search by adding a custom tool in IIS using Perl to produce Google-like search results.

- Mentored and trained associate and intern writers, coached on writing and communication skills.
- Led documentation projects, ensured that all client requirements were met.
- Enhanced print and feedback functions by 100% by customizing online documentation content using JavaScript.

Education

University of Cincinnati
- Bachelor of Arts in Communication
- News Record Staff Writer

Volunteering

Adopt A Class, United Pet Fund, Best Friends Animal Society, Ohio Alleycat Resource, Habitat for Humanity