

# Brian Fisher

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Java, JavaScript, Perl, HTML, XML, CSS

## Experience

### Senior Technical Writer – Blackbaud

September 2019 – Present

- Lead internal and external user assistance content development for *Blackbaud Merchant and Payment Services*.
- Work with **HTML**, **CSS**, **JavaScript**, and **XML** in SKYUX Stache and MadCap Flare to accomplish daily tasks.
- Increase technical writing scrum team participation percentage on six teams by 100% by attending ceremonies.
- Collaborate with software engineers daily on multiple teams during ceremonies and via Slack.
- Deliver help systems by adding version control, writing content in **XML**, and applying variables and conditions.
- Review UI text for adherence to internal SKYUX standards and suggest improvements to the team.
- Publish resource centers using Docs as Code approach in SKYUX Stache repos to supplement user education.
- Manage competing priorities across teams in a fast-paced environment with frequent iteration.
- Contribute code to sprints by updating SPA UI text and help keys in **JSON** files using GitBash and Visual Studio.
- Increase online system requirements by 100% by designing and adding content to blackbaud.com using SiteFinity.
- Edit 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 according 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, including deadlines, were met.
- Enhanced print and feedback functions by 100% by customizing online documentation content using **JavaScript**.
- Developed and updated manuals and online help using **HTML** to reduce support calls.

## Education

### University of Cincinnati

- Bachelor of Arts in Communication
- News Record Staff Writer
- Intramural Sports

## Volunteering

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