Brian Reed Fisher

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Senior Technical Writer Profile

Data-driven and articulate communicator with 15+ years' experience driving continuous technical communication improvement and exceptional problem solving. Detail-oriented professional with ability to develop and execute traditional and contemporary technical communications strategies. Proven record of introducing and implementing measures to improve overall consumer experience to ensure client retention. Strong history of leading, training, educating, and managing personnel to efficiently achieve goals and objectives in compliance with corporate vision. Thorough understanding of software framework testing and evaluation techniques, as well as documentation management.

• Technical Communication	• Agile Development	• Client Assistance & Support
• Peer Reviews	• Software Testing	• Documentation & Reporting
• Scope Management	• Process Improvement	• Leadership & Training
• Online Documentation	• API Documentation	• Project Management

Career Experience

Senior Technical Communication Specialist – Remote   10/2007 to Present
Finastra, Lake Mary, FL

Lead end-to-end technical communication functions including project development, documentation, and client communication. Orchestrate HTML help projects for multiple product lines, providing integrated context-sensitive assistance to clients, as well as authoring internal and external client communication. Undertake timely documentation and edition for consistency and accuracy, while reviewing knowledge base articles and peer documentation. Oversee software testing for stability, technical specification reviews, and API documentation development in YAML and JSON. Train and educate interns and associate writers, and collaborate with sales team to facilitate increase in revenue.

- Directed organization-wide transition from print documentation to online assistance system to enhance customer experience and reduce call handling costs and time.

- Envisioned API-based developer documentation system for strategic Fusion Digital Banking offering.

- Refined overall client communication process to ensure client-base growth and retention.

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Manager | Information Developer – Technical Communications Group   9/2003 to 10/2007

Harland Financial Solutions/D+H , Cincinnati, OH

Spearheaded full scope management of documentation projects in adherence with client requirements and deadlines. Led and managed writers, while wholly supervising hiring process. Educated, mentored, and trained associates and interns on all kinds of communication. Liaised with internal departments to coordinate efficient and consistent delivery of products.

- Created and reviewed manuals and digital assistance for products to increase client satisfaction and reduce support calls and queries.

- Converted 100% of legacy end user documentation from FrameMaker to a browser-based, context-sensitive help system with over 14,000 topics.

*Additional Experience as **Assistant Manager** at Enterprise Rent A Car and **Publishing Co-Op** at Intrieve, Incorporated.*

Education & Credentials

Bachelor of Arts in Communication
University of Cincinnati, Cincinnati, OH

Technical Skills
HTML, XML, Perl, JavaScript, SQL, Adobe RoboHelp, Acrobat, Photoshop, FrameMaker, MadCap Flare, Microsoft Team Foundation Server (TFS), Azure, Visual Studio, Internet Information Services (IIS) Manager, Microsoft Word, Excel, Access, Outlook, Server, Visio, Microsoft Skype for Business, Swagger, Postman, Git, DITA, Markdown, FullShot, Snagit, Oracle Knowledge