Chris Cressman

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Work

Relevant work experience acquired at Workarea Commerce (formerly *WebLinc*), 2009-present:

Sr Technical Writer *2016–present*

- Created this role as company needs shifted from product development to product support
- Manage a large software documentation project: process and prioritize numerous inputs, evaluate effectiveness, plan future priorities
- Write developer documentation: large, greenfield projects; maintenance of existing content; improvements and bug fixes; release notes and other project documentation
- Conduct independent research, read software sources, interview SMEs, and use/test the features being documented
- Remain tightly integrated with product design and development: provide feedback, test features, open issues, and suggest improvements uncovered during the documentation process

Technical Trainer *2016–2017*

- Filled this role in response to a growing company need
- Designed and developed curriculum, training materials, and virtualized development environments for engineers; co-managed training events

Release Manager *2015–2016*

- Created, defined, and documented this role and its processes; trained my successor
- Managed 50+ libraries published as Ruby "gems", including issue tracking, continuous integration, and packages on private gems server
- Created and published release notes and release announcements

Sr Software Engineer, Product *2014–2016*

- Through collaboration, co-designed all aspects of product; targeted internal development teams working on fixed-cost projects
- Provided technical support to developers working with product internally, reducing costs
- Trained, mentored, and led other developers to improve their skills with the product, reducing costs
- Built internal developer community around product; provided incentives for outside contributions

Sr Software Engineer, Front-End *2009–2014*

- Grew from entry-level to principal engineer in less than 5 years, leading fixed-cost development projects
- Improved, standardized, and documented team standards and procedures, reducing costs
- Trained, mentored, and led other developers to improve technical skills and business knowledge, reducing costs
- Through achievement, gained trust and support of the company; final decision maker of front-end technical decisions

Community

Philadelphia Elastic User Group *Early 2020*

- Joined the [Philadelphia Elastic User Group](#), which had stalled but is scheduled to resume in January 2020

Lancaster Elastic User Group *May 2019–present*

- Joined the [Lancaster Elastic User Group](#) and attended all monthly meetings since May 2019
- Presented *Architecting a Search Feature (in Rails)* at the [August 2019 meetup](#), my 3rd meeting

Refresh Doylestown *Oct 2008–Apr 2011*

- Co-created *Refresh Doylestown* to build a local tech community
- Organized 26 meetups over 2½ years, where I presented regularly

Education

Muhlenberg College *1999–2003*

- Earned a Bachelor of Arts degree from [Muhlenberg College](#) in 2003