

Dave Lewis

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Qualifications

Experienced technical writer with strong research, organization, and writing skills. Applies a technical aptitude to grasp new concepts and acquire new skills quickly. Proven track record in implementing and maintaining documentation single-sourcing systems that are reliable, flexible, and cost-effective.

Professional Experience

Senior Technical Writer
ActiveState

2017 – Present
Vancouver, BC

- Wrote end-user documentation for the ActiveState Platform and Komodo IDE. Generated and maintained documentation for ActiveState's open source distributions of the Python, Perl, Tcl, Ruby, and Go programming languages.
- Overhauled existing documentation tools and processes. Replaced a homegrown system of custom scripts for each supported programming language with a standard approach for all ActiveState documentation. Implemented a new workflow with Markdown for content, the Hugo static site generator for templating and processing, and GitHub and AWS Amplify for continuous deployment and hosting.
- Supported Product Management, Customer Success, and other teams with data analytics to measure product usage. Also, maintained a visual dashboard with key company metrics.
- Served in a Product Management role on a project to migrate existing customers to the new ActiveState Platform.

Senior Technical Writer
NetApp

2014 – 2016
Vancouver, BC

- Wrote installation, administration, and API documentation for StorageGRID Webscale, a distributed application for object storage, similar to Amazon's S3 service.

- Led the conversion of StorageGRID Webscale documentation set from unstructured FrameMaker to DITA XML, enabling delivery to customers in multiple formats, and to conform to corporate documentation guidelines.
- Worked with a globally distributed team in an agile development environment to deliver comprehensive and accurate documentation for a complex, Linux-based application.

Senior Technical Writer**2007 – 2014****ACL Services****Vancouver, BC**

- Worked closely with developers, QA, UX designers, and product managers to produce accurate and usable end-user, administrator, installation, and API documentation.
- Gained extensive product knowledge across the suite of ACL products, which included desktop applications, enterprise server applications, and cloud applications. Regarded as a subject matter expert for the installation and administration of ACL Analytics Exchange, the company's enterprise product.
- Led the adoption of DITA as the documentation standard at ACL. Selected and implemented the single-sourcing tools used for all documentation authoring and production. This change resulted in increased team productivity and significantly reduced localization costs and delivery timelines.

Technical Skills

Documentation Authoring and Processing

DITA, DITA Open Toolkit, XSLT, XMetaL, Adobe FrameMaker, Microsoft Visio, Hugo, Markdown

Additional Technical Knowledge

HTML, CSS, JavaScript, SQL

Python, Pandas, Matplotlib, Bash scripting

Microsoft Excel, Google Sheets

Windows, Linux, macOS

Education

Bachelor of Arts (B.A.), English
Simon Fraser University

1997 – 2001