

Dave Lewis

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Qualifications

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

Professional Experience

Senior Technical Writer, **Alida**

November 2020 – October 2023

- Collaborated with Product Management, Engineering, QA, and UX to produce accurate, concise, and user-friendly documentation for end-users, administrators, and API developers.
- Operated in an agile development environment, collaborating with globally distributed teams to deliver comprehensive documentation for new and updated features.
- Maintained and enhanced the documentation team's publishing tools.

Senior Technical Writer, **ActiveState**

January 2017 – November 2020

- Authored end-user documentation for the ActiveState Platform, a SaaS product for managing open-source programming language dependencies. Customized and published the documentation for ActiveState's open-source distributions of five programming languages.
- Implemented a standardized approach for all ActiveState documentation, replacing existing tools and processes. Implemented a new workflow for continuous deployment of all documentation deliverables using Markdown and Hugo, a static site generator.
- Provided data analytics support to Product Management, Customer Success, and Sales for measuring product usage. Maintained a dashboard with key company metrics.

Senior Technical Writer, **NetApp**

April 2014 – September 2016

- Authored installation, administration, and API documentation for StorageGRID Webscale, a distributed object storage application for secure and scalable storage of large volumes of documents and media files.
- Led the conversion of all StorageGRID Webscale documentation from unstructured FrameMaker to DITA XML, facilitating delivery to customers in multiple formats and conformance with NetApp's corporate documentation guidelines.

Senior Technical Writer, **ACL Services**

May 2007 – April 2014

- Produced implementation, administration, and end-user guides to support users of ACL's products.
- Led the adoption of DITA XML as the documentation standard. Selected and implemented the single-sourcing tools used for all documentation authoring, and publishing in multiple languages.

Technical Skills

Documentation Authoring and Processing

Adobe FrameMaker, DITA, DITA Open Toolkit, XSLT, XMetaL

Additional Technical Knowledge

HTML, CSS, JavaScript, SQL, Python

Windows, Linux, macOS

Education

Bachelor of Arts, English

Simon Fraser University

1997 – 2000