

Michael McLoughlin

Professional Profile

Overview

I have worked as a technical writer for 15 years for some of the world's leading multi-national security, financial and networking infrastructure companies with branches in Belfast.

Puppet

At Puppet, I use Oxygen XML editor to write DITA and Markdown content for Puppet's network security product, Remediate. In addition, I create instructional videos using Screenflow for documentation and marketing purposes. I also work with Puppet's documentation repositories on GitHub, DITA Open Toolkit plugins, writing toolchain.

Proofpoint

At Proofpoint, I developed web-based training courses using Storyline, and short instructional videos using Camtasia for several email gateway and email fraud prevention products. In addition, I used Pendo to develop context-sensitive help for Proofpoint's SME email gateway offering, Proofpoint Essentials.

IBM

At IBM, I was Belfast site lead for an Information Development team spread between Belfast, the US and Canada. I produced API and developer documentation and training materials for IBM's flagship security intelligence platform, QRadar. I used DITA and Framemaker to write application development tutorials for internal and external consumption. As site lead for documentation, I mentored team members, and managed the documentation design and production processes.

NYSE Technologies

At NYSE, I was in charge of all documentation for the market leading financial information exchange engine and its associated products. I produced documentation in PDF and HTML webhelp formats for non-technical users as well as for developers using Madcap Flare.

Openwave Systems

At Openwave, I developed and maintained documentation for complex telecommunications gateway products (service management, analytics, traffic optimization etc.) using DITA and Framemaker. As well as writing, I also project managed larger writing projects involving distributed writing teams in Belfast, the US and India.

Latens Systems

Prior to my engagement, Latens had no professional documentation support. I was tasked to help set documentation standards and procedures for the company. I worked with developers in Belfast and Hyderabad to develop help systems for set top box software.

Lucid Technical Documentation

At Lucid Technical Documentation I produced printed and online documentation and training materials for a variety of companies of all sizes throughout Ireland and abroad.

Education

Secondary Education	St Mary's CBS, Belfast
Third Level Education	University College, Dublin
B.A. Hons 1988	English Literature/Italian (2:1)
M.A. 1990	Italian Literature (1 st Class)
Ph.D. 1994	Contemporary Italian Literature

Professional Courses

A+ Computer Maintenance 1999-2000 Part Time	Irish Academy of Computer Training St Stephens Green, Dublin 2
Dip. Networking and Desktop Support Feb-Aug 2000 Full-time	Fitzwilliam Institute Ely Place, Dublin 2.
DITA Open Toolkit Training 15-24 June 2009 (12 hours total)	Suite Solutions
DITA Advanced Content Reuse Oct-Dec 2020 (8 hours total)	Comtech Services Inc

Employment History

Senior Technical Writer July 2019 - Date	Puppet, Inc Linenhall St. Belfast	Senior Technical Writer
Course Developer / Trainer Dec 2016 – July 2019	Proofpoint NI Weavers Court, Belfast	Technical Instructor and Course Developer
Information Developer Sept. 2014 – Dec 2016	IBM United Kingdom Ltd. Queens Road, Belfast	Information Developer IBM Security
Senior Technical Writer April 2011 – July 2014	NYSE Technologies Adelaide St., Belfast	Senior Technical Writer, Liquidity Solutions
Senior Technical Writer April 2010 – April 2011	Openwave Systems Donegall St., Belfast	Senior Technical Writer
Technical Writer Nov. 2008 – April 2010	Latens Systems Ltd., Stranmillis Embankment, Belfast	Technical Writer
Senior Technical Writer August 2006 – Oct. 2008	Lucid Technical Documentation Ltd., Cromac St., Belfast	Senior Technical Writer, Instructional Designer
B&B Operator Jan 2004 – June 2006	Isle of Arran, Scotland	
Internet Support 2001-2003	EircomNet, EastPoint Business Pk, Dublin 3	Dial-up/Broadband support

2nd Level Support 2000-2001	L&H Speech Recognition Software, Blackrock, Co. Dublin	Bug reporting, 1 st level escalation point
Desktop Support 1999	Europlus, IFSC, Dublin 2 Merchant Bank	Network and user support
Lecturer 1995-98	European Languages Dept. University of Wales, Aberystwyth	
Tutor 1989 - 1995	Italian Dept. University College Dublin	
Language Assistant 1988-1989	English Dept., Università degli Studi di Bari	

General

Software Packages	Oxygen XML editor	Camtasia	Adobe Framemaker
	Adobe Captivate	Storyline	Pendo
	Adobe Acrobat Pro	MS Word	Confluence Wiki
	MS Visio	Visual Studio Code	Madcap Flare
	Docbook XSL	DITA Open Toolkit	MIF2GO
Markup/Scripting Languages	HTML, CSS.		
	XML (DITA, Docbook), XSLT (Docbook XSL/DITA Open Toolkit)		
	XPATH, Schematron		
	Basic JavaScript		
	Markdown, AsciiDoc		