Doug Bothwell

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Portfolio: https://github.com/douglas-j-bothwell/douglas-j-bothwell.github.io

Qualification Highlights

- 19 years experience documenting highly complex topics with an emphasis on Application Performance Monitoring (APM) and Network Performance Monitoring (NPM)
- Highly versatile, with contributions in Tech Support, QA, UI design, information architecture, and online help production
- Working knowledge of Java, Python, REST APIs, C++, Linux, git, JIRA, Confluence, and TCP/IP
- Proven ability to
  - Juggle many concurrent deliverables and meet tight deadlines in a fast-paced, constantly-changing environment
  - Learn complex topics quickly and document them clearly and concisely
  - Solicit and incorporate feedback from groups such as Engineering, Tech Support, QA, and Product Management to ensure that documentation covers all issues and requirements

Professional Experience

Senior Information Developer – AppDynamics, San Francisco CA   2016-Present

- Lead writer for Server Visibility, Network Visibility, and Docker Visibility products
- One of two primary POCs for Release Notes. Maintain/update JIRA bug filters and edit summaries for public consumption
- Wrote entire Network Visibility doc set from scratch. Doc includes setup/install workflows, network-troubleshooting workflows, metric references, and concepts
- Documented Tier Metric Correlator feature that enables DevOps engineers to identify performance outliers in blue/green deployment scenarios. Cited by a Product Manager as "a model for clear and useful documentation."
- Collected, edited, and organized new and legacy content into a new Monitoring Cloud Applications doc set to highlight AppDynamics cloud monitoring capabilities
- Tested and documented workflows for monitoring applications in Pivotal Cloud Foundry using markdown, git, and GitHub

- Refactored, organized, and collected all machine/server metric descriptions in one central reference page

Lead Technical Writer – Riverbed Technology, San Francisco CA   2012 - 2016

- Lead writer for AppResponse Xpert, the highest-revenue product in SteelCentral product line for network and application performance monitoring
- Documented SteelFlow WTA (Web Transaction Analysis) feature for studying the impact of WAN optimization on web application performance
- Rewrote and expanded metrics reference with in-depth explanations and graphics to describe clearly how application, transport, and network metrics are calculated
- Documented Web Transaction Analysis feature for performing in-depth analysis of web page usage
- Wrote internal git guide for other writers that describes repository and recommended workflows for integrating doc source files and online help with engineering code base
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- Designated "tools guy," information architect, and template/infrastructure expert for four-writer team
- Designed information architecture and topic templates for new help infrastructure based on "Every Page is Page One" principles
- Researched MadCap Flare as an alternative authoring tool, including company-paid training at MadCap headquarters

Lead Technical Writer – OPNET Technologies, Santa Clara CA   1999- 2012

- Lead writer for AppResponse Xpert and AppTransaction Xpert, the flagship products in OPNET's industry-leading product line of APM solutions
- Extensive experience writing documentation for app developers, IT operations staff, and other technical audiences. Topics include:
  - Application troubleshooting by analyzing network and application delays
  - Running analytical network simulations to predict application performance
  - Using advanced protocol decodes from packet-trace data to analyze and troubleshoot HTTP/HTTPS, VoIP, video, database, and Citrix apps
  - Installing virtual appliances in VMWare Workstation
  - Capturing application transactions in WAN-optimized environments to ensure visibility in both LAN and WAN segments
  - Designing optical and layer-2/3 networks for enterprise Service Providers
- Other accomplishments and contributions include:
  - Sole writer for a team of 20-plus developers; acted as a one-man documentation department with minimal supervision and oversight (2008-2012)
  - Juggled many concurrent deliverables, worked efficiently with multiple teams, and met all deadlines in a fast-paced environment
  - Initiated, tested, and deployed workflow for publishing stand-alone help JARs

that end users can download and install directly; supports up-to-date help on customer appliances even after software releases are published

- Supported, developed, and maintained documentation sets for four different hardware/software releases at the same time (2011-2013)
- Wrote, tested, and deployed scripts that automated online help production for 15 different products
- Designed dialog boxes using in-house GUI design tool; provided extensive feedback to improve usability of APM products
- Cited for outstanding customer service during weekly Tech Support shifts
- Designed, tested, and verified a complex network simulation of an application deployment at dozens of client sites across North America

Education
University of California Extension (Berkeley/Silicon Valley), 2012-Present

- Python for Programmers
- Designing, Building and Implementing RESTful APIs
- Developing Applications for Android Mobile Devices
- JavaScript and AJAX Programming, Comprehensive
- Mobile Interface Design
- C++ Programming, Comprehensive
- Java Programming, Comprehensive
- Principles of Information Architecture

Harvard University Extension School, Cambridge MA

- Bachelor of Liberal Arts in Extension Studies Cum Laude, 1999
- Coursework included: UNIX Systems Programming, Windows NT Programming, Data Structures, Digital Circuit Design, Assembler Language Programming, Object-Oriented Programming, Multimedia Design, Writing for the Web, and Editing Technical Prose

Skills

- **Authoring Tools —** Confluence, FrameMaker, Acrobat Pro, MadCap Flare, Visio, Photoshop, WebWorks ePublisher, RoboHelp, Microsoft Office
- **Development Tools** — git, JIRA, Eclipse, Microsoft Visual Studio, WebStorm, Balsamiq, PostMan
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