

# Erik Wilson Writing Samples

## KWRI

The Command and CommandMC apps were created to bring all of Keller Williams' third-party tool functionality in-house. Command is targeted at real estate agents and teams of real estate agents. CommandMC is targeted at the administrators and support personnel in Keller William's market centers. The first big push was to get all the transactional and financial apps in place. I was the sole technical writer in the tech department and worked with five Agile development teams. The content was then leveraged by the training department.

In the **KWRI** folder, double-click on the **index.html** file to open the documentation.

In the Command User Guide, focus on the Opportunities section. The Opportunities app organizes a real estate agent's listings, buyers, and leases into a semi-customizable pipeline/workflow.

In the CommandMC User Guide, focus on the Administration, Transactions, Recruits, and Associates sections.

## Rackspace

### Rackspace Private Cloud

The Rackspace Private Cloud is a version of an OpenStack cloud that is installed and supported by Rackspace. The information in the documentation is intended for Rackspace Support and any other employees who are installing an OpenStack private cloud for a customer in a Rackspace data center or a customer data center. I worked with a team of three writers and an editor. I was responsible for the Installation Guide and the Stand-alone Object Storage for RPCO Guide.

In the **Rackspace => Private Coud** folder, double-click on the **index.html** file to open the documentation.

### Rackspace Ticketing API

The Rackspace Ticketing service enables users to create and update tickets for Rackspace using their own ticketing systems. The information in the guide was intended for software developers who want to develop applications by using the REST application programming interface (API) for the Ticketing service. I was the sole writer for this guide (with an editor).

In the **Rackspace => SDP** folder, double-click on the **index.html** file to open the documentation.

## Dell

The Active System Manager is a comprehensive infrastructure and workload automation solution for use by IT administrators and teams. I led a global team of five writers (Austin, California, Bangalore, Noida) to create UI text, online help, hardcopy documentation, and videos. I have included both the Active System Manager Version 1.0.1 User Guide and Quick Installation Guide in .pdf format.