

MATT CONE

1413 Dennison Rd SW, Albuquerque, NM 87105 • 505.795.9817 • me@mattcone.com

I'm a technical writer who specializes in writing documentation for technology companies. My commitment to personal learning and professional excellence has produced demonstrated success in:

- Translating complex technical knowledge into concise documentation for any audience.
 - Managing large documentation projects from initiation to completion.
 - Refining processes and procedures to improve the overall user experience.
 - Working individually and on a team.
 - Learning new technologies rapidly.
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PROFESSIONAL EXPERIENCE

FASTLY, Remote

September 2015 – Present

Fastly's industry-leading content delivery network (CDN) allows customers to efficiently cache and purge content at the edge. Customers include GitHub, Shopify, and Stripe.

Technical Writer

- Write developer documentation for Fastly's products and services. Deliverables include guides, tutorials, and API documentation.
- Review and edit contributions by other team members.
- Write custom Ruby code and develop Jekyll plugins for the Fastly documentation website.

SKYWORD, Pittsburgh, Pennsylvania

August 2013 – September 2015

Skyword creates web-based software that helps companies create, edit, and publish marketing content on their websites. Customers include IBM, Iron Mountain, and Western Digital.

Technical Writer

- Wrote, edited, and maintained all documentation for Skyword's software. Deliverables included release notes, user manuals, implementation guides, and API documentation.
- Interviewed subject matter experts to learn about new features.
- As a member of the product management team, wrote all copy and instructions included in the software.

LINODE, Galloway, New Jersey

January 2012 – August 2013

Linode provides Linux virtual servers to over 400,000 customers. The company's unique cloud infrastructure is capable of hosting a wide variety of websites and applications.

Technical Writer

- Wrote, edited, and maintained all documentation in the Linode Library. Deliverables included quick start guides, custom open source software reference manuals, and API documentation.
- Interviewed subject matter experts to learn about new features and procedures.
- Wrote email newsletters and marketing copy for the Linode website.

QINETIQ NORTH AMERICA, Albuquerque, New Mexico March 2009 – October 2011

QinetiQ North America (QNA) is a contractor for Indian Health Service (IHS), the federal agency responsible for providing health care services to 1.9 million Native Americans. QNA delivers information security services to ensure the confidentiality, integrity, and availability of IHS information resources in the agency's challenging health care environment.

Technical Writer

- Wrote, edited, and maintained all information security documentation for IHS. Deliverables included technical guides, security reports, whitepapers, system security plans, standard operating procedures, and user manuals.
- Defined and improved processes and procedures. Worked with subject matter experts to create agency-wide business processes for requesting, approving, and granting VPN access.
- Created the *IHS 3 Year Cyber Security Plan*, a comprehensive document that identified all known information security threats to the agency and proposed initiatives to mitigate those threats within three years. The plan was regularly updated and provided to the IHS Director and the U.S. Department of Health and Human Services Chief Information Security Officer.

ULTRAMAIN SYSTEMS, Albuquerque, New Mexico July 2006 – March 2009

Ultramain Systems specializes in creating maintenance and logistics software solutions for airlines. Companies such as Emirates Airlines, Cathay Pacific, KLM, and Virgin Atlantic utilize Ultramain's products to mitigate risk and comply with regulatory requirements.

Technical Writer

- Created procedural-based patch documentation on a biweekly basis. Explained how to use complicated new software features in clear, concise language.
- Edited and maintained the 8,000-page online help guide for Ultramain's flagship application. Continually revised the help guide to incorporate changes delivered in software patches.
- Created guides for system administrators. Explained how to install, set up, and manage the software on servers running Windows and Unix-based operating systems.

PROJECTS AND PUBLICATIONS

MARKDOWN GUIDE

January 2017 – Present

A comprehensive Markdown reference designed for novice and intermediate users. It's available at <https://www.markdownguide.org>.

WICKED COOL SHELL SCRIPTS, No Starch Press

October 2016

I was a technical reviewer for this book.

MASTER YOUR MAC, No Starch Press

November 2012

My book for intermediate and advanced Mac users received 28 five-star reviews on Amazon.com. It's available at <https://archive.org/details/masteryourmac>.

COOL MAC APPS, Peachpit Press

July 2008

I revised and updated approximately 40% of this book with author Robin Williams.

EDUCATION

B.A. English-Philosophy

University of New Mexico, 2006