

Steve Helinski

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Work History and Experience

Technical Writer – Matlen Silver, contract with ADP

Jan 2022 – Present

- Refactored content from an unstructured knowledge base following the DITA standard.
- Authored and edited technical content such as business processes, how to procedures, troubleshooting guides, overviews, and other online help resources.
- Utilized component content management system Ixiasoft, driven by Oxygen XML, to create and organize knowledge content.
- Partnered with subject matter experts to validate and improve content.

Associate Technical Writer - University of Pittsburgh Medical Center (UPMC)

March 2021 – Jan 2022

- Created online help systems, user manuals, release notes, and guides for a software application used to manage patient health records.
- Researched software developments by reviewing requirements, user stories, and SME input to better document features, enhancements, and bugs.
- Used Madcap Flare and in a multi-author environment for single-source publishing.
- Communicated documentation to team members, users, department, management.
- Used Azure DevOps work items to plan, track, & collaborate with others when developing documentation in an agile scrum environment.

Technical Writer Intern - Optimus Technologies

June 2020 – Sept 2020

- Authored technical manuals explaining the company's biodiesel fuel system.
- Created a variety of documents, including press releases, whitepapers, promotional brochures, patent and grant applications, and sales agreements.
- Designed visual aids, layouts, and graphics using Adobe Creative Cloud programs such as InDesign, Illustrator, Photoshop, and After Effects.
- Collaborated with engineers, technicians, and other subject matter experts to make informed decisions on documentation needs and specifications.

Technical Writer Research Assistant - Carnegie Mellon University

April 2020 – Sept 2020

- Generated end-user documentation for a text analysis software tool using DITA structure in Oxygen XML Help Authoring Tool.
- Formatted and edited user guides with Adobe InDesign.
- Developed video tutorials to supplement instructional materials.

Education

Master of Arts in Professional Writing - Carnegie Mellon University

Aug 2019 – Dec 2020

Bachelor of Arts in English - Duquesne University

Aug 2010 – Dec 2013

Skills

Languages and Structures: XML, DITA, Markup. Familiar with HTML, CSS, and Python.

Programs: Ixiasoft, MadCap Flare, Oxygen XML Edition, Azure DevOps, Adobe Suite (InDesign, Illustrator, Photoshop, After Effects), Microsoft Office Suite, Visual Studio, Version Control Apps (GitHub), Snagit Screen Capture, Video and Audio Recording / Editing Experience.