

Jay Martin

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Position	Experience
Technical Writer HCL @ Facebook Menlo Park, CA Feb. 2019–May 2020	Contracted to document the supply chain for Oculus and Portal devices. Edited procedures for forecasting, supply planning, and order fulfillment. Made flowcharts and presentations for training and process improvement. Wrote wiki pages for a data analyst team explaining KPIs and dashboards. Interviewed business process owners and other subject matter experts. Peer-reviewed documents. Helped users of Facebook's internal wiki.
Consultant , The Mosaic Company Oct. 2018–Jan. 2019, San Ramon, CA	Contracted to update guidance documents for an apprenticeship program. Provided technical writing and research to support PG&E Academy.
Technical Writer , Rose International July 2018–Oct. 2018, Oakland, CA	Contracted to standardize the documentation of reference data in SQL. Supported a business intelligence team at a major health insurer. Oct. 2017–July 2018, I was on short-term disability, recovering from surgery.
Technical Writer Kelly Mitchell Group San Ramon, CA Nov. 2016–Oct. 2017	Contracted to support an emergency preparedness team at PG&E. Edited a company emergency response plan and earthquake annex. Edited a cybersecurity hazard annex and mutual assistance playbook. Interviewed subject matter experts. Managed a guidance document library. Coded Microsoft VBA macros to automate emails to on-call teams. Assisted in an emergency operations center during four activations.
Technical Writer G2 Integrated Solutions Concord, CA Aug. 2015–Oct. 2016	Wrote user manuals for a permit database and an equipment safety app. Cowrote standards and procedures for a document library in SharePoint. Revised the project management templates for software development. Joined development team meetings weekly and updated a task manager. Designed a data upload process for infrastructure inspection forms. Submitted successful proposals to PG&E and Southwest Gas.
Project Manager Willdan Energy Solutions Oakland, CA March 2014–May 2015	Edited reports for an energy efficiency program for healthcare facilities. Reviewed engineering calculations and reports for quality and compliance. Managed the field inspectors and GIS data to install 10,000 streetlights. Developed LED specifications and calculations for a typical parking garage. Reviewed lighting plans and reported installation errors in a new building. Trained interns in state regulations and PG&E program requirements.
Technical Editor EMCOR Energy Services San Francisco, CA Nov. 2008–Feb. 2014	Edited energy audits of commercial buildings using ASHRAE guidelines. Compiled a catalog of reusable text describing energy efficiency measures. Wrote procedures to track project reviews from assignment to delivery. Managed an Access database of project reviews. Designed status reports. Coded Microsoft VBA macros for formatting, data mining, and invoicing. Submitted successful proposals to perform reviews for PG&E and SCE.
Document Production Associate Lumetra Healthcare Solutions San Francisco, CA Nov. 2005–Oct. 2008	Edited reviews of medical records for terminology and HIPAA compliance. Drafted letters for the California Quality Improvement Organization. Wrote checklists and internal procedures for Medicare beneficiary letters. Tested process improvements to find and avoid errors in documents. Transcribed and proofread physician interviews. Redacted medical records. Submitted successful proposals to perform reviews in OR, TX, and VA.

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Software Tools

Acrolinx, Adobe Acrobat Pro, Adobe Creative Suite, ArcGIS, Asana, Audacity, AutoCAD, CSS, Docusaurus, Gimp, Git, G Suite (Google Docs etc.), HTML5, Lucidchart, Markdown, Microsoft Access, Microsoft Excel, Microsoft PowerPoint, Microsoft SharePoint, Microsoft Teams, Microsoft VBA, Microsoft Visio, Microsoft Visual Studio Code, Microsoft Word, OpenText Documentum D2, Oracle SQL Developer, Planview LeanKit, Python, Smartsheet, TechSmith Snagit, Quip

Training

Technical Communication I and II, Louise Galindo, UC Berkeley Extension
Technical Editing, Patricia Egan, UC Berkeley Extension
Basic Copyediting, Teresa Castle, Editcetera
Developmental Editing, Scott Norton, Editcetera
Presenting Data and Information, Edward Tufte
Content Management in a Nutshell, Ann Rockley, STC Summit
LearningDITA Live 2018, Sarah O'Keefe, Alan Pringle, Dawn Stevens, and others, Scriptorium
API Workshop, Andy Fuchs, Joe Medley, and Sarah Maddox, Google
Energy Audit Report Writing Workshop, Ryan Stroupe, Pacific Energy Center
HVAC Fundamentals, Ryan Stroupe, Pacific Energy Center
Lighting Fundamentals, David Orgish, Pacific Energy Center
Lighting Codes and Regulations in Title 24, Charles Knuffke, Pacific Energy Center
Introduction to GIS, Andy Richardson, SFSU College of Extended Learning

Education

BA in Liberal Arts, Minor in Mathematics, St. John's College, Santa Fe, NM