

Seth Martin

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SUMMARY OF QUALIFICATIONS

- 7 years in technical writing of troubleshooting guides, processes, standards, procedures, How-To's, SOP's, job aids, and more.
- Knowledge of content management, UX research, auditing, QA, and data migration.
- Lead multiple projects by collaborating with Subject Matter Experts and stakeholders to create, maintain, edit, and revise documentation.
- 15+ years in technical support, troubleshooting, HTML, graphics/video editing, and electrical trades.

EDUCATION

Triangle Tech – Bethlehem, PA (September 2009 – February 2011)

Associate Degree – Electrical and Electronics Engineering

Emphasis on Residential, Commercial, Industrial and Low-Voltage Electricity systems

SKILLS

Documentation: Technical Writing, Content Management (CMS), Knowledge Management, UX Writing, Wiki Admin, Data Migration, Editing, Auditing, QA, Proofreading, Revising

Technical: IT Support, Troubleshooting, HTML, Soft Skills, Communication, Procurement, Software, Hardware, Networking, Graphics & Video/Audio Editing, Cybersecurity

Platforms: Confluence, SharePoint, ServiceNow, Jira Work Management, Azure DevOps

Apps: Word, Excel, PowerPoint, OneNote, Snag-It, Zoom, Teams, Slack, Adobe Acrobat, Adobe Photoshop, Adobe Premiere

RELEVANT EXPERIENCE

USAA – San Antonio, TX (February 2023 – June 2025)

Contractors: Apex Systems, HCL

Technical Writer (REMOTE)

- Reported to the Director of InfoSec and supported all IT Business Services teams in document creation, standardization, and maintenance utilizing Confluence and ServiceNow platforms.
- Knowledge Management: Admin oversight of all Wiki and Knowledge Base spaces to ensure all pages and documentation adhere to company standardizations and compliance.
- Content Management: UX research, auditing, QA, editing, revising, data migration, and archiving all pre-existing documentation and Wiki's to meet compliance criteria.
- Lead meetings with SMEs to discuss documentation development, creation, and Wiki structure.
- Subjects covered: InfoSec, SaaS, IT Governance, Vulnerability Management, Patching, Software Asset Management, Availability Management, and more.
- Administrative assistance in Jira Work Management for multiple project boards.

MICROSOFT – Redmond, WA (August 2021 – February 2023)

Contractor: Randstad

Technical Writer (REMOTE)

- Reported to the Operations Manager at Microsoft to support the Halo Studios IT and development teams by writing internal technical documentation utilizing Word, SharePoint, and Confluence.
- Lead meetings with SMEs to obtain content for document creation.
- Project Management: Utilized Azure DevOps to track all collaboration projects with SMEs.
- Conducted audits and QA of pre-existing documentation within the knowledge base to ensure conformance criteria.
- Reviewed, proofread, and revised any pre-existing documentation.

ADDITIONAL EXPERIENCE

SANOFI PASTEUR – Swiftwater, PA (January 2020 – September 2020)

Contractor: TCS

Level 3 Technician Support/Documentation Specialist

- Level 3 Tech: Served as Executive IT support and handled all escalations from Help Desk (Tier 1) and Tier 2 to resolve issues.
- Remote desktide support for end users in a pharmaceutical environment.
- Troubleshooting various PC related issues including any software, hardware, and networking/VPN issues.
- Support for VDI within Citrix environment and pushed application software to user's machines.
- Documentation Specialist: Writing SOPs and documentation that met FDA and GMP standards for end users and coworkers.

SANOFI PASTEUR – Swiftwater, PA (November 2017 – December 2019)

Contractors: Computacenter, Rite-Hire

Tier 2 Software Procurement Qualification Coordinator

- Researched and processed software purchasing requests for approval.
- Qualified requests from hardware team to approve laptops and desktops with appropriate OS and software for users.
- Researched software licenses to validate that a current license exists for any software download requests from end users.
- Desktide support for both onsite and remote users in a pharmaceutical environment.
- Documentation Specialist: Writing SOPs and documentation that met FDA and GMP standards for end users and coworkers.
- IT Asset Management: Shipping/receiving of new hardware and conducting inventory on all stock while maintaining a clean and organized IT stock room.

NIHON KOHDEN, INC. – Allentown, PA (March 2016 – October 2017)

Biomedical Technical Support

- Provided Biomedical Engineering Technical Support for hospitals across the country for bedside monitors, Central Nursing Stations, telemetry systems, and cardiology machines.
- Troubleshooting software, network and HL7 server issues using Windows 2000/2002/WIN7.
- Soft Skills: Documented all phone calls received that met FDA documentation regulations.
- Technical Writing of SOPs, troubleshooting guides, and documentation on all hospital grade Nihon Kohden equipment.
- Worked side by side with Clinical Specialists to ensure all settings for vital signs for patients are configured correctly.
- Assisted sales team in product inquiries and troubleshooting documentation.