Jim Gillespie

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SUMMARY

Detail-oriented technical writer with a demonstrated history of creating clear and accurate documentation and managing multiple projects and deadlines in a dynamic environment. Quick to learn new tools and adapt to new environments. Recognized consistently by managers, peers, project managers, and cross-functional teams for diligence, commitment, dependability, and ability to deliver content under tight deadlines.

PROFESSIONAL DEVELOPMENT

- Microsoft Azure Fundamentals: Cloud Concepts (LinkedIn)
- Data Visualization Analysis (PMI)
- Career Essentials in Generative AI by Microsoft and LinkedIn (LinkedIn)
- JSON, XML, and REST for Writers (Udemy)
- UX Writing (Udemy)

EXPERIENCE

Technical Writer | Self-Employed | Austin, TX | Jan 2024–Present
- Reviewed developer documentation and participated in code reviews for independent projects, offering feedback to improve clarity and usability.
- Applied writing and editing expertise to improve resumes for a diverse range of job seekers.
- Completed 60+ hours of professional development in Cloud Computing, Data Analysis, and AI; participated in industry webinars on Docs-as-Code, API Integration, and AI practices.
- Led research effort, transcribing 18th-century tax records and Revolutionary War pension applications, applying document preservation and structured content methodologies.

Disability Specialist | Texas Health & Human Services | Austin, TX | Jan 2025–Present
- Analyzed medical records and claimant documentation to assess eligibility for disability benefits.
- Synthesized complex medical data and regulatory guidelines to make informed determinations.
- Drafted clear, well-reasoned rationales supporting determinations, ensuring compliance with SSA policies.

Senior Technical Writer | National Instruments | Austin, TX | Feb 2014–Dec 2023
- Migrated product documentation and build components from Perforce to Git, integrating with a developer-focused toolchain including Jira, Confluence, and Microsoft Azure DevOps.
- Documented hardware installation and configuration procedures for a variety of data acquisition and test measurement systems based on hands-on experience and SME interviews.
- Established a cross-team documentation review process optimized for software development, hardware calibration, and compliance reviewers across global locations.
- Updated hardware specifications, revamped product user manual, and secured stakeholder approval for the PXIe-4322 module, enabling $1.5M in customer order fulfillment.
- Led monthly cross-functional meetings with Metrology, Calibration, and Technical Communication departments to prioritize projects, resolve issues, and ensure alignment.

- Documented NI's first automotive Ethernet hardware, producing user guides, software driver documentation, and API reference materials to support new functionality.
- Assisted front-end developers by crafting, editing, and reviewing field names, screen layouts, error messages, and in-app content.

Information Developer | HP TippingPoint (Contract) | Austin, TX | Jan 2013–Feb 2014
- Documented HP Tipping Point's first Next Generation Firewall system.
- Collaborated with HP's UX team to ensure efficient process flow and product usability.
- Championed UX and documentation concerns in product development team scrums.
- Mentored new writers, training them on processes, tools, and best practices.
- Led writers in training and achieving HPE solutions certifications.

Technical Writer | AMD (Contract) | Austin, TX | Nov 2011–Dec 2012
- Analyzed processor design and reference guides, organized content into book-level DITA maps, and coded XML for FrameMaker-to-DITA document conversions.
- Streamlined DITA conversion, authoring, and documentation production processes using a new toolchain and customized scripts.
- Trained a team of 10 writers on using Oxygen Author, DITA conditional processing, SVN, and Alfresco CMS to create, edit, and curate documentation.

Technical Writer | Reddwerks | Austin, TX | Nov 2010–Nov 2011
- Developed company style guide with logo, corporate color scheme, font and font-size directives, and word use to ensure consistency in internal and external communication and documentation.
- Redesigned RMA forms to simplify usability and streamline the returns process.
- Provided hands-on user training to 20 warehouse workers on supply chain picking system and wearable computer software features.
- Created and edited training manuals and innovative user documentation for warehouse order fulfillment system.

SKILLS
- **Writing**: UX collaboration, API references, workflows, white papers, release notes, readmes, user manuals, installation guides, quick start guides, specifications, procedures
- **Tools & Platforms:** Acrobat, Adobe Experience Manager, Alfresco CMS, Azure DevOps, BBEdit, CMVC, Confluence, DreamWeaver, Excel, FrameMaker, Git, GitHub, HTML Help Workshop, Illustrator, InDesign, Jira, Lucidchart, Microsoft 365, Oxygen Author, PaintShop Pro, Perforce, PowerPoint, Rally, RoboHelp, SDL/Trisoft CMS, SharePoint, SnagIt, Trello, Vignette, Visio, Visual Studio, Visual Studio Code, Word, WordPress, XMetaL, Windows, MacOS, Linux
- **Languages & Protocols:** HTML/CSS, XML, DITA, Markdown, JavaScript, Python, Java, C++
- **Core Competencies:** Active listening, adaptability, attention to detail, communication, empathy, interpersonal skills, problem solving, teamwork, troubleshooting

EDUCATION
M.A. in English | Texas A&M University | College Station, TX
B.S. in English | Ball State University | Muncie, IN