JARET BASDEN

Technical Writer / Editor

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# Summary

* Brings a B.S. in Technical Communication and 7 years of experience writing and editing high-quality content for software including UI text, online help, context-sensitive help, API documentation, guides, and video scripts.
* Has strong experience working with technical concepts including REST / SOAP APIs, accounting, relational databases, and Enterprise Resourcing Planning (ERP) software.
* Excels at gathering information on software functionality through research and interviews and then synthesizing the information into concise and clear content.
* Collaborates with others using tact and diplomacy.

# Technical Skills

HTML, CSS, JavaScript, JSON, XML, GitHub, MadCap Flare, Adobe RoboHelp, Photoshop, Google Analytics, Salesforce, TechSmith Snagit, Microsoft Word, Visio, Excel, TFS, JIRA, Postman

# Experience

Technical Editor August 2019–Present, Bellevue, WA

Bluetooth SIG (Contract: Protingent)

Working on the Tech Pubs group in the Specification Management team in a sprint content development cycle of two weeks that includes planning, stand up, and retrospective meetings.

* Perform substantive and copy edits of New Work Proposals (NWPs) that propose adding or enhancing specifications (specs) and then deem the NWPs as ready for voting for sponsorship.
* Incorporate change requests (CRs), issues, and errata into specs using Adobe FrameMaker, Microsoft Word, and high attention to detail.
* Prepare documents for adoption by the Board of Directors (BoD).
* Deal with ambiguity to resolve issues.

Technical Writer June 2016–April 2019, Bellevue, WA

Donnelley Financial Solutions

Responsible for authoring documentation for ActiveDisclosure software and data products. ActiveDisclosure is a SaaS application used by teams to prepare financial documents and then submit filings to the U.S. Securities and Exchange Commission (SEC). Data products included APIs and search tools.

* Researched user stories, bug tickets, technical specifications, support tickets, and external websites, attended sprint review meetings and then planned the new and revised content needed for product features in the upcoming release.
* Authored online help for ActiveDisclosure using MadCap Flare with Git and GitHub integration for version control. Contributed to adding reading time to help topics and tracked file downloads and mouse clicks in help using JavaScript, HTML, and Google Analytics Events.
* Wrote UI text for ActiveDisclosure including warning messages and help text.
* Wrote documentation for new SOAP API methods and REST API endpoints. Constructed SOAP XML envelopes to test new SOAP API features, identified and reported bugs, and managed the assemblage of example usage source code in C#, Java, and VB.NET.
* Peer edited troubleshooting articles for an internal knowledge base to organize the articles into a Symptoms, Cause, and Resolution format and optimize the findability of the articles.
* Progressively took on more responsibility and was promoted in April 2018.

Technical Writer / Information Architect June 2013–January 2016, Renton, WA

Tyler Technologies

Tyler Technologies creates empowering software solutions for the public sector. Responsible for authoring documentation for 15 modules of Eden ERP software and all modules of the CAFR Statement Builder reporting software.

* Researched user stories, bug tickets, technical specifications, support tickets, and external websites, attended design review meetings and then planned the new and revised content needed for product features in the upcoming release.
* Authored online help and context-sensitive help using Flare / RoboHelp and authored training documents using Microsoft Word. Produced HTML5, WebHelp, HTML Help (CHM), and paper outputs.
* Converted large help system from Adobe RoboHelp 9 to MadCap Flare 10. Used problem-solving abilities to quickly fix importing issues and developed conversion workflow.
* Contributed to quality assurance. Rigorously tested unreleased new features and reported issues and bugs to product development for resolving prior to release date.
* Reviewed communication materials. Peer edited technical blog articles authored by the support team and Business Analysts to address issues, translate messages, and steward the Tyler brand.
* Updated relational database diagrams using Visio to reflect new tables and fields.

Technical Writer (Contract: Insight Global) Feb. 2012–June 2013, Bellevue, WA

T-Mobile

Responsible for authoring user documentation for wireless devices.

* Wrote 'How To' procedures for wireless devices such as highly visible documentation for the popular Samsung Galaxy S3 and S4 models.
* Mastered device functionality through research and interviews with subject matter experts.
* Received multiple contract extensions.

Technical Writer (Contract) Aug. 2011–Nov. 2011, Kirkland WA

WDS (Wireless Data Services)

Collaborated with a small team to develop smart and flip phone tutorials. Edited screenshots for professional presentation using Photoshop and high attention to detail.

# Education

**University of Washington, College of Engineering (Seattle)** Major GPA: 3.6 Cum. GPA: 3.4

Major: **B.S., Technical Communication**, Department of Human Centered Design & Engineering

Projects: Engineers without Borders, Re:Design magazine, Work Study