JASON LANGKAMER-SMITH

218 NORTH 30TH STREET   (484) 241-0122
ALLENTOWN, PA 18104   jasonls1015@outlook.com

SENIOR TECHNICAL WRITER/TRAINING CONTENT

A technical writer with 20+ years of experience delivering hardware and software content from both structured and unstructured repositories supporting global teams with technically accurate documentation.

Authoring: Adobe AEM, Adobe FrameMaker (Structured and Unstructured), Audacity, Captivate, Confluence, DITA, Docker, Excel, ExtendScripts, Markdown, PowerPoint, Python, Restructured Text, RoboHelp, SnagIt, Sphinx, Tridion Docs, VBA, Visio, WaveDrom, Word, XML

Collaboration: Agile, Gerrit, GitHub, Jama, Jira, Linux, Microsoft 365, Power Automate, Salesforce, SharePoint, Slack, Teams

Deliverables: API, Datasheets, Documentation (Hardware and Software), Illustrations, Integration Guides, Installation Guides, Newsletters, Online Help, Platform Design Guides, Presentations, Press Releases, Programmer Guides, Proposals, Reference Manuals, Register Maps, Release Notes, Sightings Reports, Specifications, Style Guides, Training, User Guides, White Papers

PROFESSIONAL EXPERIENCE

Manager, Publications
Intellicheck, Remote   **June 2023 to Present**
- Created a process to enable the company's first **docs-as-code** toolchain with **GitHub** repos, **Markdown**, and **Readme.io** as the developer platform.
- Edited **API documentation** for clarity while converting legacy API docs from Word to Markdown.
- Converted publications into an online format using a modern technical authoring platform that combined **semantic XML** with Markdown to publish single-sourced **WebHelp** output.
- Built several **Confluence** spaces for internal communications, for example, customer onboarding, and technical publications best practices.
- Managed and analyzed **SharePoint** sites across business units to improve structure, simplify permissions strategy, and implement basic **Power Automate** workflows.
- Attended daily **Agile** stand-ups to build links between technical publications and development issues.
- Established a **Jira** work management project for technical publications that included a comprehensive workflow for each publication, and Slack integration for release announcements.

Technical Writer
Intel, Allentown, PA   **July 2014 to April 2023**
- Worked remotely and on-site to finalize more than 700 deliverables, collaborating with electrical engineers, developers, and subject matter experts (**SME**s) to deliver high-quality documentation.
- Utilized structured content in an enterprise component content management system (**CCMS**) built with Darwin Information Typing Architecture (**DITA**), Tridion Docs, and **XMetaL**.
- Established a docs-as-code workflow with developers using **Linux**, **Gerrit**, **Sphinx**, **Docker**, and restructured text (**RST**) to revise instruction set reference manuals.
- Designed **diagrams** and **illustrations** for high-level architecture documents to accurately depict logical flows, sequences, waveforms, and circuit blocks for electrical engineers and developers.
- Collected, organized, and implemented thousands of comments from contributors to shared reviews with **Adobe Acrobat** and **Microsoft Word**, improving documentation turn-around time.
- Presented training on grammar, style, templates, **SharePoint**, **Microsoft 365** co-authoring, automation, and reporting—resulting in quality improvements and efficiency gains.
- Released documents through an enterprise content management system (CMS) based on **Salesforce** and **Adobe AEM** that enabled external customer entitlements and lifecycle processing.

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Senior Technical Writer
Avago Technologies (Broadcom), Allentown, PA   **July 2011 to July 2014**

- Documented integrated circuits for the storage industry with a team of six collaborative writers by interviewing subject matter experts (SMEs) and analyzing design documents, resulting in customized content for hard-disk-drive (HDD) manufacturers.
- Developed custom FrameMaker ExtendScripts applications to automate complex documentation build processes, resulting in improved quality and significant savings of time and resources.

Technical Writer
Innovative Control Systems, Wind Gap, PA   **May 2007 to July 2011**

- Worked closely with quality assurance, development, marketing, and support to write more than 40 manuals, requirements specifications, technical briefs, installation guides, quick references, instruction sheets and brochures—significantly improving both the quality and quantity of documentation for a small business with a loyal customer base.
- Developed online training with Adobe Captivate for point-of-sale cash management software, enabling car wash owners to provide employees with progressive and interactive learning resources.

Applications Support Specialist
Agere Systems (LSI Logic), Allentown, PA   **November 2000 to December 2005**

- Collaboratively reviewed and revised highly detailed integrated circuit specifications, resulting in cleaner templates, standardized drawings, improved indexes, and more efficient content workflows.

EDUCATION

New Jersey Institute of Technology, Master's Degree (Summa Cum Laude)

- Professional & Technical Communications

Indiana University of Pennsylvania, Bachelor's Degree

- Journalism Major
- Computer Science Minor

MEMBERSHIPS

Member and volunteer at the Society for Technical Communications (STC), Philadelphia Metro Chapter

TRAINING

- Creating API Documentation, LinkedIn Learning Certificate
- Getting Started with GitHub, Pluralsight Training