

CHRIS JONES

LEADER. WRITER. LEARNER.

GET IN TOUCH

PHONE

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EMAIL

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PRESENTATIONS AND PUBLICATIONS

[Creating a Dynamic
Learning Experience with
Flare](#)

[Leveraging the Power of
Relationship Tables](#)

[MadWorld 2021](#)

[Content Authoring Tools
and Learning Experience
Design](#)

PROFESSIONAL AND SOFTWARE SKILLS

Servant Leadership

Agile/Scrum

Git

CSS, HTML, jQuery

Localization

MadCap suite

Learning Management
Systems

Captivate/Articulate

Project Management/CRM

Technical Writing

Curriculum Development

Instructional Design

PROFESSIONAL EXPERIENCE

Learning and Development Manager, TEAM Software

Omaha, NE

Jul 2017 — Present

Lead a global team of technical writers, instructional designers, and curriculum designers.

Major Projects

- Global external learning and development portal
- Company Intranet
- Scalable self-service client training model
- Product and people acquisition strategy
- COVID rapid response team (client communication/education)

Technical Writer, TEAM Software

Omaha, NE

Mar 2014 — Aug 2016

Managed end-to-end help documentation.

Major Projects

- Conversion of help from .chm files to a modern web interface
- In-app mobile help
- Developed continuous development documentation cycle

Technical Writer, Amazon

Seattle, WA

Aug 2016 — Jul 2017

Managed documentation for middle-mile logistics technology.

Major Projects

- Global documentation portal
- Translation/Localization of docs into 11 languages
- Single-sourcing documentation

EDUCATION

MA Rhetoric, Composition, and Professional Communication, Iowa State University

Ames, IA

Aug 2011 — May 2013

BA English, Digital Media Studies, Buena Vista University

Storm Lake, IA

Feb 2021 — Feb 2021