

# Chris Jones

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2023 S. 164<sup>th</sup> Ave.  
Omaha, NE 68130

*Professional learning manager seeking new challenges.*

## Education

### Iowa State University

MA in Rhetoric, Composition and Professional Communication

### Buena Vista University

BA in English

BA in Media Studies

## Professional Experience

### TEAM Software – Omaha, NE

#### Learning Content Manager – July 2017 to Present

- Launched a virtual leaning center for external clients
- Coached new and experienced writers and instructional designers
- Introduced baseline metrics, intake processes, and project tracking
- Worked cross-functionally with stakeholders to build an API knowledgebase from the ground up

### Amazon – Seattle, WA

Technical Writer – August 2016 to July 2017

- Imported legacy documentation into MadCap Flare
- Trained team of five on authoring in Flare
- Helped launch a comprehensive content site, working with offsite developers
- Managed the localization process for 11 languages

### TEAM Software – Omaha, NE

Technical Writer II – March 2014 to August 2016

- Implemented HTML5 output for our help documentation
- Onboarded and mentored new writers
- Implemented agile processes using TFS and Visual Studio to the Technical Writing team

### Cabela's – Sidney, NE

Technical Writer – May 2013 to March 2014

- Created career path development documentation and training materials
- Presented a business case for implementing topic based/single source documentation
- Led communication and technical writing efforts for a 10-month pricing strategy project

## Leadership, Awards, and Memberships

- MadCap Flare Advanced Certified Developer
- MadCap Webinar presenter – *Leveraging the Power of Relationship Tables*
- MadCap Webinar presenter – *Creating a Dynamic Learning Experience with Flare*
- Association of Talent Development
- Society for Technical Communication
- Revela Effective Leadership Development Graduate
- Amazon Operations Leadership Training
- Amazon Making Great Hiring Decisions

## Technology Skills

- Microsoft Office Suite
- Adobe Creative Suite/Captivate
- XML
- MadCap Suite
- Drupal
- WordPress
- Team Foundation Server
- HTML/CSS/JQuery
- DITA
- Git