**Kevin Otnes**

[Kevin.Otnes@Outlook.com](mailto:Kevin.Otnes@Outlook.com) <https://www.linkedin.com/in/kevin-otnes-89bb271> 425.478.7825

|  |  |
| --- | --- |
| **Objectives** | Technical Writer, Programmer Writer, or Content Manager position. |
| **Skills Summary** | Tailoring quality writing to each audience, using the appropriate media, on time and on budget:   * **Managing writing projects:** Completing writing cycle from doc plans to writing to release * **Interviewing and research**: Working with SMEs, dev, test, and usability * **Award winning:** Writing for multiple STC International Best of Show winners at Microsoft * **Minimalist writing:** Creating concise and focused content for easy use and localization * **Instructional design**: Conducting internal training classes at EMC and AT&T * **Employee training:** Mentoring and training new writers * **Team leading:** Leading project teams at EMC and Microsoft; managing performance reviews * **Book authoring:** Writing two Windows 7 books, one as sole author and other as co-author * **Front and back end development:** Attended online Coding Dojo boot camp, 4/2017 – 9/2017 |
| **Experience** | * **AT&T (Kforce),** UI Technical Writer, Premier Business Center, 6/17 to 2/18.   **-** Wrote and revised UI text and and messaging, for business customer account site  **-** Applied AT&T style guidelines for branding, formatting, capitalization, and terminology  **-** Provided usability feedback and review of requirements and change requests  **-** Tracked writing status on SharePoint from content creation to final version  **-** Created OneNote template for writers to organize, track, and share writing projects  **-** Provided online classes and support for using OneNote template   * **Microsoft (Steyer Associates)**, Sr. Technical Writer, Windows Security & Privacy, 11/15- 6/16   + - * Created documents listing data collected for Windows Telemetry in Windows 10, 8, and 7       * Extracted raw telemetry from 6000+ line reports       * Collated and filtered data into baseline, security, and opt-out groupings       * Reviewed descriptions with data owners, PMs, and SMEs       * Assembled descriptions into user-friendly tables for program and account managers to share with Enterprise customers, government organizations, and regulatory agencies |
|  | * **EMC Corporation (FTE)**, Principal Technical Writer, NetWorker and Avamar, 4/06 to 2/15 * Wrote Backup and Recovery User Guides for Exchange, SharePoint, and Windows Servers * Wrote several Technical Notes to provide solutions to uncommon use cases * Tailored content for IT Pros, Enterprise, Administrators, Support * Authored content with FrameMaker, XMetaL, Visio, Paint, SnagIt, and Illustrator * Led graphics support team of four writers to provide graphics for 16 writers * Researched and created corporate-wide accessibility writing standards, based on W3C and Section 504 Guidelines * Researched, proposed, and obtained approval to purchase and set up a dedicated VMWare server to run test virtual machines exclusively for Bellevue writing team |
|  | * **Microsoft (Volt),** Programmer Writer, Windows XP Embedded and Mobile, 1/04 – 4/06   + - * Wrote online help, MSDN whitepapers, and solutions for OEM/customer requests * **Microsoft (FTE)**, Technical Writer, Windows and Internet Explorer, 6/95 – 12/03 * Wrote online help and UI text for Windows desktop user * Worked on Windows 95, Windows 98, Windows ME, Windows XP, and early Longhorn * Wrote online help for wide variety of Windows components: Internet Explorer, NetMeeting, Outlook Express, Windows Messenger, MSN Mail, Chat, etc. * **Microsoft (Sakson & Taylor)**, Technical Writer, Windows 95, 12/94 – 6/95 * **Care Computer**, **Traveling Software**, **Andrew Corporation**, Technical Writer, 3/93 – 12/94 * **Boeing (FTE),** Technical Writer, Structures Testing Lab, 4/91 – 3/93 |
|  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Deliverables** | Proficient with delivering content in a wide variety of media:   |  |  |  | | --- | --- | --- | | Administration guide | Installation guide | Quick reference | | APIs | Online help | User guide | | Command line reference | PDFs | Web articles | | Context help | PDF portfolios | Word documents | |
|  |  |
| **Documentation Tools** | Skilled with a wide variety of authoring, graphics, CMS, and publication tools:   |  |  |  | | --- | --- | --- | | Acrobat/Distiller | Captivate | CorelDraw | | CSS | Excel | FrameMaker | | Git/GitHub | HTML | HTML Help Workshop | | Illustrator | JavaScript | Outlook | | Paint | Photoshop | PowerPoint | | RoboHelp | SDL/Trisoft CMS | SharePoint | | SketchUp (CAD) | SnagIt | Visio | | WebWorks | Word | XMetaL | |
|  |  |
| **Education** | * **Coding Dojo Bootcamp,** Online classes covering front end and backend stacks, 4/2017 – 10/2017 * **University of Washington,** Certificate, Popular Fiction Writing * **University of Washington,** Certificate, Software Product Management * **University of Washington**, Certificate, Technical Writing and Editing * **University of Washington**, Bachelor of Arts, School of Communications, Advertising Sequence |
| **Training** | * Precision Questioning and Answering * Information Mapping® * Structured Analysis, Data Analysis * Minimalist writing by Comtech * Team building, communication, and personality styles (Myers & Briggs) * Adobe FrameMaker, Photoshop, Illustrator, Captivate, RoboHelp |
| **Books** | Experience with computer trade book publishing, including queries, proposals, scheduling, developmental and copy editing, technical reviews, writing, and illustrating:   * **Windows 7 Made Simple,** Apress, 2011. 800 pages. Sole author and illustrator. * **Getting Started with Windows 7,** Apress, 2009. 400 pages. Co-author, wrote half. * **Windows 95 Help Authoring Kit**, Microsoft Press, 1995, contributor; wrote chapters on macros, troubleshooting, and writing for other platforms. |
|  |  |
| **Awards** | * **Microsoft Internet Explorer 4.0 Help** – Sole author; STC International Best of Show * **Microsoft Windows 95 Help** – Writing team member; STC International Best of Show * **Microsoft Windows ME Help** – Writing team member; STC International Best of Show * **Contact Sidebar Tile** – Patent co-inventor, <https://patents.google.com/patent/US8204937> |