

Technical Writer

HARRIE BICKLE



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EXPERIENCE

Technobunnies.com (Cape Town) and Upwork (Everywhere)

Technical Writer / Project Manager | since January 2015

Technical writing (Documentation, Case Studies, HowTos, Articles), Editing & Reporting (including project-managing data analytics). I liaise with developers, product managers, and CEOs to create technical copy targeted at the audience, whether user- or developer-level. By interviewing the Subject Matter Expert, or using software, I gain an understanding of my client's product or service and apply text or images to ensure they are communicated with clarity.

High School Science London and Cape Town

Head of Department | 2005–2015

Promoted in 2nd year. 4 long term contracts teaching Science at all levels. Scaffolded technical concepts to the audience's level. Accommodated range of audience knowledge and learning styles. I managed peers, budgets, time, and stress (constant rolling hard deadlines).

Oberthur Smart-Cards

System Design Analyst | 2002

I liaised between business & development teams negotiating functionality changes; database design (Oracle) & design changes; software testing & roll-back. The unit was disbanded when simulating keyboards were not widely adopted as predicted.

Peoplebank.com

Software Tester | 2001

Testing updates & managing roll-backs of this web-based job application and candidate management system (Oracle). I liaised between the sales & development teams; negotiating design changes with developers promised by the sales team to our customers. The Manchester Guardian purchased the product, and the team was disbanded.

Freefund.com

Data Manager | 1999–2000

2nd person in the London office of a Swedish startup. Responsible for digitizing scholarships data to be the hook of the site, manager of the data-entry team (10) & customer service team (2). Onboarded with a SQL database not performing as per spec; quickly developed an equivalent in MS Access, allowing work to continue.

EDUCATION

About me

An experienced Technical Writer and Substantive Editor; skilled at making technical content tuned to the customer.