MATT DOBBIN

SENIOR TECHNICAL WRITER

mattdobin10@gmail.com
416-577-2683
Ottawa
mattdobbin.github.io/portfolio/

RELEVANT EXPERIENCE

Senior Technical Content Developer   January 2021 – Present
Dayforce – HCM Software

- Developed end-user, administrator, and product implementation documentation in an Agile software environment using Jira.
- Authored help content in MadCap Flare for the Dayforce Payroll module using GIT repositories and GitHub for source control.
- Documented APIs and contributed to developer documentation on application architecture.
- Coordinated and tracked the work of 20+ writers to generate release notes to support frequent patch and release cycles.
- Used AI to fix bugs and enhance Python scripts that generate online and PDF release notes directly from fields in Jira.
- Focused on improving the product by logging bugs and contributing to UI text.
- Participated in team initiatives, such as designing and maintaining the style guide.

Technical Writer   July 2020 – December 2020
Edisoft – EDI and Supply Chain Software

- Delivered a product documentation roadmap to executive management, which included goals to modernize and improve the delivery of product documentation.
- Transitioned the existing product documentation from Adobe InDesign into Madcap Flare to improve publishing efficiency. Worked closely with Marketing to create standardized templates and style sheets for print and web outputs.
- Developed an external online help system for end-user and developer documentation.
- Created a style guide for technical content to improve consistency, branding, and voice in the documentation.

Technical Writer   January 2017 – April 2020
Tier1 Financial Solutions – Fintech CRM Software

- Created release documentation, including release notes, what's new guides, and configuration guides, for the company's flagship SaaS product built on the Salesforce CRM platform.
- Used knowledge of HTML, CSS, and JavaScript to improve Tier1's online help portal.
- Developed an internal resource site for the Technical Writing team that contained writing procedures, document review checklists, style guides, and best practices.
- Worked closely with the UX, QA, and Engineering teams to document product workflows, enhancements, and defects in an Agile environment.
- Participated in daily standups, sprint planning, and user story grooming meetings.

Technical Writer
Herjavec Group – Cybersecurity Solutions

September 2016 – December 2017

- Wrote multiple client-facing technical reports each month. Staged and automated data outputs using Microsoft Access and Excel to increase efficiency.
- Travelled to client locations to interview subject matter experts and gather metrics for operational level documentation.
- Developed templates for internal process documentation dealing with SIEM technologies, such as Splunk, QRadar, Sumo Logic, and SolarWinds.

TECHNICAL SKILLS

Technical Writing	• MadCap Flare • Acrolinx • XML editors • Markdown editors • Adobe FrameMaker • RoboHelp	• Confluence • SharePoint • Familiar with technical writing principles and methodologies including DITA, topic-based authoring, and docs-as-code
Software Development and IT	• HTML and CSS • JavaScript and jQuery • Scripting with AI • GIT and GitHub • SVN • Documenting APIs • Postman	• Agile project management tools such as Jira and Broadcom Rally • Knowledge of networking and cybersecurity • CompTIA A+ certified • Familiar with technical writing principles and methodologies including docs-as-code, topic-based authoring, and DITA
Graphics and Video	• Adobe Creative Cloud: Premiere Pro, Photoshop, InDesign • Final Cut Pro • Captivate	• Snagit Editor • Process workflow diagrams with Microsoft Visio, Lucidchart, and draw.io

COURSES & CERTIFICATES

- **Artificial Intelligence: Machine Learning Solutions**
  University of Manitoba – Currently enrolled
- **User Experience (UX) Writing**
  Seneca College – May 2022 – September 2022
- **Minimalism: Creating Information People Really Need**
  Comtech Services – December 2021
- **Advanced Web Development**
  Juno College – March 2019 – June 2019

EDUCATION

- **Technical Communications**
  Seneca College – 2015 – 2016
- **Bachelors of Arts – Communications Studies**
  Carleton University – 2010 – 2014