Matthew Murphy

matt@mattmurphy.rocks | 651-204-3733 | bitly.com/mattrocks_writes

I am a technical writer and digital accessibility advocate with nearly 10 years experience in federal human resources. Hire me to proofread and edit business and technical documents, prepare English texts for translation, or ensure that your written message is both accessible and inclusive.

Professional Experience

Freelance Proofreader, Copy Editor, and Technical Writer

Self-employed, Williamsburg, VA – (Jan 2021 - Present)

- Wrote blog content in various genres.
- Wrote and edited user guides, help articles, and FAQ's for web-based applications.
- Developed personas and audience analysis of online communities using surveys and direct observation.

Full-time Stay-at-Home Parent

Eagan, MN – (Apr 2016 – Jan 2021)

Management Information Analyst

U.S. Customs and Border Protection, Minneapolis, MN – (Jul 2007 - Apr 2016)

- Routinely wrote and updated Standard Operating Procedures (SOP's) and instructional material.
- Created course material for in-house IBM Cognos self-service reporting tools. Developed distinct tracks for each user group, resulting in better overall use of self-service tools and freeing developers from routine reporting tasks.
- Documented manual and automated processes, including the first end-to-end process map for U.S. CBP's pre-employment medical screening process. The process map and accompanying report became a template for future process improvement initiative.
- Documented user stories and wrote user acceptance tests for a multiyear software migration. The successful migration project was awarded recognition from the U.S. CBP Commissioner's office.

Content Creator

Ecogeekified Co., Eagan, MN – (Aug 2001 – June 2007)

- Wrote blog content for websites covering trends in social media and Web 2.0.
- Beta tested and reviewed web-based applications.
- Interviewed startup companies providing web-based products and services.

QC/TPV Specialist

Comcast, St. Paul, MN – (Aug 2001 - May 2007)

- Prepared reports and developed procedures using Microsoft Office products.
- Clearly and concisely explained complex regulatory and technical processes to internal and external customers using plain language.
- Provided technical training on order entry systems and regulatory procedures related to telephony service.
- 3+ years of call center inbound and outbound customer sales, support, and resolution.

Education

Graduate Certificate in Technical Communication, 2019

University of Minnesota
Relevant courses: International Professional Communication, Writing with Digital Technology, Information Design, Editing and Style for Technical Communication

Bachelor's of Science in Telecommunications Management, 2002

St. Mary's University of Minnesota
Relevant courses: Communicating in the Virtual Workplace, Human Motivation, Leadership and Decision Making, Project Management

Professional Affiliations

ACES: The Society for Editing

(2021 - Present)
Associate Member

Professional Editors Network

(2021 - Present)
Member

Related Skills

PROJECT MANAGEMENT	WRITING RELATED	SOFTWARE APPLICATIONS	MARKUP LANGUAGES
Requirements gathering	Accessibility	Microsoft Office	HTML/CSS
Process mapping	Internationalization	Microsoft SharePoint	XML (DITA, ePub)
Brainstorming	Inclusive language	Adobe Acrobat	Markdown (Github)
Scheduling		Google Workspace	Asciidoc
Prioritizing		IBM Cognos BI	LaTex
		AsciidocFX	