



# Mark Wentowski

## Senior Technical Writer



### PROFILE

Solutions-focused, self-starter over 9 years of experience equipped to deliver high quality product collateral while embedded in high-energy, Agile teams. Consistently meets customer expectations through an innovative, modern approach to information development that discourages silos and promotes collaboration. Breadth of experience includes developing a wide variety technical documentation.



### CONTACT

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### STRENGTHS

Patience in  
Problem  
Solving

Facility with  
Technology

Shows Ideas  
Graphically

Writes Clearly



## EXPERIENCE

### SENIOR TECHNICAL WRITER

/ May 2015 – Present

**SITA**. Responsible for creating a wide variety of **web-based** documents, primarily for the company's Peripheral **IoT API** that allowed developers to build applications that used customers' mobile devices as data interfaces. Deliverables include **REST API reference** material, **API conceptual/process** information, and other developer documentation. My role included the following:

- Set up "**docs-as-code**" workflows that utilize the tools, practices, and mindset of software development in a **DevOps/Agile** context.
- Created **toolchains** that promote **continuous integration** and deployment of **static websites** for contextual topics.
- Recorded instructional videos that were embedded in documentation.
- Deployed a **feedback app** to collect issues and suggestions from readers, then incorporated that feedback with the help of SMEs into the docs.
- Provided **UX writing** to wireframes and identified opportunities for contextual HELP.
- Continually made improvements based on **industry trends**.
- **Project managed** and mentored junior technical writers.

### TECHNICAL WRITER

/ Mar 2012 – May 2015

**Lockheed Martin**. Technical Author in the C-130 Technical Publication Support Group responsible for writing a wide range of aircraft maintenance and flight manuals, providing support for the **content management system**, and **collaborating with QA** to ensure document quality of all materials prior to publication. My role included the following:

- Implemented the S1000D **XML** specification by overseeing the departmental adoption of **structured authoring** tools and practices. This effort included configuring templates and establishing document controls.
- Studied engineering drawings and specifications to integrate and delineate mechanical tasks, operating procedures, and production sequences.
- Categorized, organized and imported legacy materials originally in print format into the new CMS, then created **custom search queries** to make information more findable in case of **government audits**.



## EDUCATION

**Bachelor of Arts: Mass Communications** / Apr 2005 - Apr 2009

**Auburn University Montgomery** - Program focused heavily on advanced expository writing and methods for critical analysis of complex subject matter.



## SKILLS/TOOLS

HTML/CSS/Markdown	<div></div>
Javascript	<div></div>
Unix, Git, cURL	<div></div>
Static Sites (Jekyll)	<div></div>
Postman/Swagger	<div></div>
Visual Studio Code	<div></div>
Azure Dev Ops	<div></div>



## REFERENCES

**Jack Snodgrass**  
**Info Designer - SITA**  
(770) 303-3563 (USA)  
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**Zach Bailes**  
**UX Designer - SITA**  
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