

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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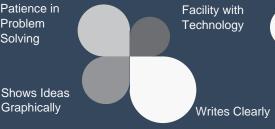
> 2628 ZS DELFT South Holland Netherlands



STRENGHTS

Patience in Problem Solving

Graphically





REFERENCES

Jack Snodgrass Info Designer - SITA (770) 303-3563 (USA) Click to Email

Zach Bailes UX Designer - SITA (470) 767-4875 (USA) Click to Email

Mark Letailen **Technical Writer - LM** (678) 713-8300 (USA) Click to Email

EXPERIENCE

SENIOR TECHNICAL WRITER

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

/ May 2015 - Present

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

Javascript

Unix, Git, cURL

Static Sites (Jekyll)

Postman/Swagger

Visual Studio Code

Azure Dev Ops

