Matthew Danda

Leawood, KS
(913) 488-1429
mdanda@yahoo.com

Summary

I'm a Software Technical Writer with extensive experience managing documentation projects for enterprise-grade software products. My recent work includes writing deployment guides, API documentation, technical white papers, and case studies for cloud-based software products. I have Master's degrees in both Cyber Security and Business Administration. I am also a highly proficient user of Madcap Flare. In my free time, I take courses in information technology, and I teach courses on motorcycle safety.

Professional Experience

Prudential Financial, Inc.

Technical Writing Consultant (contract through Hired by Matrix)
Remote
8/2024 to Present

- Consultant for the Responsible AI Program at Prudential Financial, Inc.
- Document policies, procedures, standards, controls, and process flows for implementing Responsible AI in internal systems that incorporate AI/ML.

Johnson County Community College (JCCC)

Instructor - Non-credit
Overland Park, KS
10/2023 to Present

- Part-time instructor in the JCCC Continuing Education (CE) department.
    - Teach 6-12 students the Basic Motorcycle Rider Course.
    - Follow the 20-hour curriculum provided by the Motorcycle Safety Foundation (MSF).
    - Provide instruction both in the classroom setting and on the motorcycle range.
- Leverage employee benefits at JCCC to advance my career as a technical writer, including:
    - Completed several CE courses toward the Full-stack Web Developer certificate, including Javascript, Javascript Frameworks, and NodeJS.
    - Currently pursuing the Cloud certificate, which includes courses on Linux, Amazon Web Services (AWS), Microsoft Azure, VMware, and Google Cloud.
    - Proposing new CE courses, including Writing API Documentation for Software Products. Currently in development.

Qrvey

Senior Technical Writer
Remote
2/2023 to 3/2024

- Primary technical writer for the Qrvey Partner Portal (https://partners.qrvey.com/).
    - Maintained 202 articles and 798 images captured in markdown and Google Docs.
- Primary technical writer for API documentation.
    - Responsible for maintaining 130 external endpoints documented in Stoplight.
- Redesigned the information architecture of the legacy Partner Portal to improve both usability and site maintenance within a docs-as-code environment.
- Successfully updated customer-facing documentation for four quarterly product releases.

Torch.AI

Technical Communications Manager
Leawood, KS
7/2021 to 1/2023

- Served as the primary technical writing resource for the software development organization.
- Managed the end-to-end development of all software documentation projects, including deployment guides, user manuals, online help, and white papers.
- Designed and built a scalable, topic-based content management system using Madcap Flare.
- Adhered to Agile principles using Microsoft Azure DevOps and GitHub.
- Assisted Marketing with writing sales slicks and blog posts that convey technical expertise.
- Provided technical writing support for NIST SP800-53 compliance documentation.

Workday, Inc.

Machine Learning Technical Writer (contract through TEKsystems)
Remote
11/2020 to 7/2021

- Developed new technical documentation for the ML Product Management group, including:
  - A series of white papers that describe the machine-learning architecture, data flow, and modeling used in Workday products.
  - A comprehensive troubleshooting and FAQ guide for machine-learning products.
  - A series of data sheets that address ethics and bias in machine-learning products.
- Published and maintained content using Atlassian Confluence.
- Quickly learned Workday's machine-learning products, teams, tools, and processes.

Torch.AI

Technical Writer (contract through GDH Consulting)
Leawood, KS
8/2019 to 9/2020

- Wrote programming and configuration guides for Torch's custom software products.
- Built a topic-based, single-source content management system using Madcap Flare.
- Documented RESTful APIs following OpenAPI/Swagger standards.
- Documented XML-based workflows supported by WSO2 Enterprise Integrator (WSO2 EI).
- Provided writing assistance toward the completion of RFIs and RFPs.

Actuarial Resources Corporation

System Documentation Analyst
Overland Park, KS
4/2012 to 8/2019

- Designed and implemented a 1000+ topic content management system (CMS) for CASE documentation using Madcap Flare. Responsibilities include defining overall content strategy, managing single-sourced content for output to both online Help and printed PDF, implementing context-sensitive Help, and creating and maintaining CSS stylesheets.
- Converted additional legacy documentation projects (1000+ topics) into Flare.
- Designed and produced online training videos for the CASE product using Camtasia Studio.

RSA, The Security Division of EMC
Senior Technical Writer
Overland Park, KS
10/2009 to 4/2012

- Lead writer for the complete rewrite of the user documentation set for the 5.0 release of the RSA Archer eGRC Platform, which included an entirely new 800+ topic Help system.
- Lead writer for the 5.x Control Panel Guides, 5.x Installation Guides, 5.x Release Notes, 4.x and 5.x Sizing and Performance Guides, and 4.5 Archer Privacy Program Guide.
- Followed topic authoring best practices to facilitate localization (l10n) of content and for the eventual migration to an XML/DITA-based content management system (CMS).

Awards, Recognition, Community Service

Motorcycle Safety Foundation (MSF) Rider Coach. Certified rider coach currently employed at Johnson County Community College (JCCC). Responsible for teaching 6 to 12 students in a 20-hour comprehensive course in motorcycle skills and safety.

Distinguished Toastmaster (DTM). Earned Toastmaster's highest achievement award. Wrote and delivered over 50 unique speeches to audiences of all sizes. Served in various leadership positions including Club President.

Technology Skills

MadCap Flare. Expert-level knowledge of MadCap Flare. Certified MadCap Advanced Developer (MAD). Strong working knowledge of structured authoring and CSS.

API Documentation. Experience documenting RESTful APIs following OpenAPI/Swagger standards. Familiar with Stoplight, cURL, and Postman.

Programming Languages. Comfortable with object-oriented programming methodologies and able to read JavaScript, Java, and C# code with reasonable efficiency.

Networking and Security. Passed CompTIA Network+ and Security+ exams. Passed RSA Archer eGRC exams. Prepared for CISSP exam, but never took the exam.

Additional Tools. Familiarity with and competence in all standard technical communication tools, including the usual assortment of Microsoft, Adobe, and TechSmith products.

Education

Master of Science (MSc)
Cyber Security
Webster University
Kansas City, MO

Master of Business Administration (MBA)
Business Administration
Rockhurst University
Kansas City, MO

Bachelor of General Studies (BGS)
Economics
University of Kansas
Lawrence, KS