

MICHAEL J. POLCE

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Professional Summary

Technical writer with over eight years of experience working for the digital print, network appliance, business content management, and system development industries. Successfully developed and lead documentation projects for multiple hardware and software products. Trained and supported new writers on documentation best-practices and project management. Highly organized and collaborative with cross-functional teams and stakeholders.

Skills

- DITA authoring and FrameMaker documentation and online Help development.
- Online help publishing with RoboHelp and WebWorks.
- Software UI string development and review for localization.
- Illustration, image, and desktop publishing development with Snagit, Adobe Photoshop, Illustrator, and InDesign.
- Version control management with single-source DITA content.
- JIRA, Slack, and Asana project tool experience.
- Confluence wiki authoring and project management.
- Familiar with HTML, CSS, and JavaScript.
- Familiar with GitHub and open source development.
- System development lifecycles such as Agile, Scrum, and waterfall methodologies.
- Video editing with Camtasia.
- MS Office suite and SharePoint.
- Project planning, scope, and scheduling.
- Beta software evaluation and usability testing.

Experience

Electronics For Imaging (EFI)

Technical Writer

November 2010 - March 2014, January 2015 - January 2016

Senior Technical Writer

January 2016 - present

- **Day-to-day, multi-project based work:** develop documentation and online help for Fiery Server products. Projects developed for major business partners that include Xerox, Canon, Ricoh, and Konica Minolta. Customers are service technicians, field analysts, system administrators, operators and end-users.
- **Improve user experience:** review and edit UI strings and workflow for software products.
- **Improve team workflow:** develop and implement best-practices for DITA authoring and publishing for multiple languages.
- **Keep stakeholders informed:** collaborate with the User Assistance director, product owners, OEM partner program managers, and software development teams to define and execute documentation requirements and deliverables.
- **Help individual contributors become successful:** manage project milestones, schedules, and work estimates for new writers.
- **Improve content quality:** work with production to fix output issues on content and develop best practices for publishing.
- **Save time and budget:** resolve localization queries from vendors on documentation for Japanese and Roman languages.
- **Evaluate optimized usability of service documentation:** test responsive HTML and other formats of documentation on desktop and mobile devices.

Senior Technical Writer | Riverbed Technology

March 2014 - October 2014

- **Lead writer for hardware documentation:** planned, developed, and managed hardware documentation deliverables, including technical specifications, rack installation guides, and procedures for field replaceable unit hardware components.
- **Modernize Help:** evaluated FrameMaker 12 and WebWorks Reverb online help systems.
- **Improve usability of existing illustrations:** updated hardware illustrations for new network appliance models.
- **Keep stakeholders informed:** collaborated with project management, engineering, QA, and support to define hardware documentation requirements.

Information Developer | IBM

April 2008 - May 2010

- **Day-to-day, multi-project based work:** developed topic-based content for IBM FileNet Services for Lotus Quickr customer information center, and online Help topics for IBM Web Interface (IBM WEBi) software.
- **Identified resolvable issues:** edited error messages relating to user actions and API functions in client software.
- **Tested beta web client builds:** promoted usability and provide accurate task-oriented documentation.
- **Production work:** published enterprise product documentation in IBM information centers for online access.
- **Research:** collaborated with developers to gather information about product features, configuration, error messages.
- **Efficient information delivery and quality:** reused and single-sourced content in DITA across multiple products.

Technical Writer | MontaVista Software, Inc

June 2007 - April 2008

- **Day-to-day, multi-project based work:** created end-user documentation for customers that install and configure embedded Linux products (enterprise desktop, mobile device and carrier-grade software).

- **Easier first-time user experience:** created quick start guides for hardware boards supporting MontaVista Linux software.
- **Website portal for customers:** produced web content for technical support, product downloads and customer services.
- **Research and interviews:** communicated with engineers to research topics for documenting product features, hardware and Linux software installation and configurations.
- **Process improvements with small team of writers and documentation manager:** collaborated with technical writing team to improve workflow of document delivery, review and publishing.

Education

Bachelor of Arts in Technical and Professional Writing, Minor in Communications Studies
San Francisco State University, CA

August 2002 - May 2007