

Nick Questo

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SUMMARY

Skilled Technical Writer and Project Manager with 7 years of experience writing and editing technical documentation for enterprise computer software. Adept at working with stakeholders and SMEs to gather complex information and produce documents that are concise, accurate, and accessible.

PROFESSIONAL EXPERIENCE

Technical Writer, Telit IoT Platforms, Boca Raton, FL

October 2014 - Present

- Manages the documentation efforts for the secureWISE software suite.
- Authors and maintains developer, support, administrator, and end-user documentation.
- Conducts interviews with developers and subject matter experts.
- Actively engages with developers and support to review content accuracy.
- Manages projects for the secureWISE team.
- Heads weekly meetings with developers to identify priorities and monitor progress.
- Creates project plans, manages JIRAs, and coordinates beta drops and releases with customers.
- Coordinates with stakeholders to produce monthly security newsletters in compliance with ISO 27001.
- Designed the architecture and layout of the secureWISE Documentation Portal.
- Increased efficiency and usability by migrating existing help systems from FrameMaker and RoboHelp to Confluence.
- Manages customer access to content via Confluence administration.
- Redesigned the embedded help system by generating a static site using Confluence HTML exports.
- Styled PDF exports from Confluence using HTML and CSS.

Technical Writer, OmniTicket Network, Orlando, FL

May 2011 – October 2014

- Developed and maintained user documentation and training materials for the Overview 6 and BOS software suites.
- Wrote and edited API documentation for TOR and BOS web services.
- Contributed to business documents, including: proposals, change requests, statements of work, and standard operating procedures.
- Managed document layouts, design, and style sheets.
- Managed distribution of documentation to international offices in UK, Singapore, and Italy.
- Supported implementation team during client go-live events, including: Wet'N'Wild Sydney, Historic Royal Palaces, Atlantis Bahamas Resort.

TECHNICAL SKILLS

- Experienced writing developer documentation, including APIs (SOAP/REST) and XML schemas.
- Comfortable working from Unix/Linux terminals.
- Proficient with HTML, CSS, XML, markdown.
- Proficient with the following operating systems: Windows, Linux (CentOS, Debian, Ubuntu), macOS.
- Proficient with the following tools: JIRA, VMware, CVS, Git, GitHub, Jekyll, Lucidchart, Confluence, SharePoint, WordPress, Microsoft Office, FrameMaker, RoboHelp, GoToMeeting, TeamViewer.

EDUCATION

University of Central Florida, Orlando, FL
Bachelor of Arts Degree, English
August 2006 – May 2010