

Paul A. Ward

Technical Communicator

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Detail-oriented Technical Communicator with 20 years of experience developing user-friendly documentation for software, hardware, and technical processes. Proficient at translating complex concepts into accessible content and collaborating with subject matter experts.

Skills

- Adobe FrameMaker
- SDL Tridion
- TechSmith Snagit
- Markdown
- Bugzilla
- Microsoft Word
- Adobe Photoshop
- HTML5
- Git and GitHub
- Agile and Scrum
- Oxygen XML Editor
- Microsoft Visio
- CSS3
- Jira
- Copyediting

Experience

Technical Writing

- Authored internal- and external-facing user documentation for Akamai Technologies' lines of cybersecurity, streaming media, and web storage products along with their ancillary technologies. Deliverables included various types of traditional, linear-form documents with an emphasis on user guides, as well as online task-based content, all of which called for transposing technical topics into lay terms to facilitate customers' setup and use of products.
- Wrote user manuals detailing Aloha Networks' Internet-over-Satellite products, including system assembly, hardware configuration, and software operation. Documentation also made extensive use of original, comprehensive images and diagrams.
- Authored technical and non-technical documents for EoExchange's information technology, engineering, and marketing departments, as well as for company clientele. Deliverables included product user manuals, white papers, abstracts, training manuals, information articles, job aids, and quick references.
- Researched topics and worked closely with subject matter experts, product managers, UX designers, web designers, and software engineers to ensure that documentation was concise, complete, and accurate.
- Performed extensive product, documentation, and UX usability testing as an end-user advocate.
- Copyedited internal authors' documents for spelling, grammatical, and contextual accuracy, as well as conformity with company style guidelines.
- Familiar with accepted style guides, including *The Chicago Manual of Style* and *The Associated Press Stylebook*.
- Versed in copyright and trademark rules and guidelines.

Technical Training

- Developed courses of instruction for EoExchange and Aloha Networks. The former familiarized employees with information catalog development theory, as well as the use of the company's proprietary catalog-creation software tools. The latter trained Aloha Networks' customers in the setup and use of the company's Internet-over-Satellite hardware and software.
 - Conducted regular training sessions for novice, advanced, technical, and non-technical audiences on a variety of topics in both formal classroom and practical laboratory settings.
 - Created training aids to facilitate instruction, including student guides, instructor lesson plans, and Microsoft PowerPoint presentations.
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Work History

Moose Dog Farm, LLC/Moose Dog Workshop, LLC

March 2020–May 2024

Bend, Oregon/Marshfield, Maine

- Co-Owner

Akamai Technologies, Inc.

November 2004–March 2020

Cambridge, Massachusetts

- Principal Technical Writer

Aloha Networks, Inc. (Contract)

February 2002–November 2004

San Francisco, California

- Technical Writer/Website Administrator

EoExchange, Inc.

December 1999–October 2001

San Francisco, California

- Technical Trainer and Writer

United States Navy

January 1983–May 1993

San Diego, California

- Petty Officer First Class (E-6)/Master Training Specialist
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Relevant Coursework

- Technical Communications I
University of California, Berkeley Extension
August 2001