**JOE B. VAUGHAN, JR.**

**350 E. Las Colinas Blvd. #4104**

**Irving, Texas 75039**

**214-208-4938**

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**SUMMARY**

Experienced technical writer specializing in online and hard copy hardware and software documentation, onsite and offsite, for user-level, system-level and help system requirements. Extensive web content design and creation experience. Innovative, proven self-starter with exceptional analytical, organizational and communication skills.

#### PROFESSIONAL EXPERIENCE

**Rent-A-Center – Plano, TX**

**September 2013 – Present**

**Senior Technical Writer** (Independent Consultant)

Writing batch processing runbooks for use by Level 2 support for Rent-A-Center (RAC) system of record development and implementation. Documentation efforts include interviewing sub-system SMEs, creating system level and detailed flowcharts in Visio, and moving documents through approval chain up to department level management.

Tools: MS Word, Visio, PowerPoint, Photoshop

**Sabre Holdings– Southlake, TX**

**June 2013 – September 2013**

**Senior Technical Writer** (Independent Consultant)

Edited online Help system content for Sabre hospitality websites. Help content included screen capture graphics, resized and processed via Photoshop. Text editing included shifting verbiage to active tense/streamlining to reduce word count to reduce costs of planned translation into Japanese and Brazilian Portuguese.

Tools:MS Word,Photoshop

**1st Global – Dallas, TX**

**March 2013 – June 2013**

**Senior Technical Writer** (Independent Consultant)

Documenting database applications and data flow to establish current state for data governance and application inventory. Responsibilities include interviewing data base administrators to produce detailed Visio dataflow diagrams and supporting documentation.

Tools:MS Word,Visio,and Excel

**Academic Partnerships – Dallas, TX**

**November 2012 – March 2013**

**Senior Technical Writer** (Independent Consultant)

Documented databases and associated applications in preparation for subsequent data dictionary development. Responsibilities included interviewing subject matter experts and data base administrators to document and verify current state of Academic Partnerships customer databases.

Tools:MS Word,PowerPoint,and Excel

**Rapp Collins – Irving, TX**

**December 2010 – November 2012**

**Senior Technical Writer** (Independent Consultant)

Technical writing/editing support for various RAPP development projects, along with writing detailed test scripts for RAPP QA, and Visio-based graphics documentation ofnetwork hardware and databases.Additionally, created/revised online help for Humana H-Link Marketing Request system.

Tools:MS Office,Visio,Photoshop, DreamWeaver and SnapIt

**Brinks Security – Coppell, TX**

**February 2010 – November 2010**

**Senior Technical Writer** (Independent Consultant)

Researching, creating, editing and maintaining hardware, network and messaging documentation for the Brinks Global Technology Services group.

Tools:MS Office, Visio, SharePoint, Photoshop, DreamWeaver and Adobe Acrobat 9

**Colemont Insurance Brokers – Dallas, TX**

**November– December 2009**

**Senior Technical Writer** (Independent Consultant)

Researched and created Disaster Recover Manual, Employee Procedures Manuals, Emergency Server Failover Manuals, Help Desk PC Configuration Manual and Network Security Guide, including technical illustrations in Visio for Disaster Recovery and Security Manuals. All manuals written/edited in MS Word then published in PDF format for distribution.

Tools:MS Office, Visio, and Adobe Acrobat 9

**Rapp Collins – Irving, TX**

**September – October 2009**

**Senior Technical Writer** (Independent Consultant)

Updated HTML-based online help system for Hewlett Packard C-Link Collabratory campaign management web tool. Created multiple user guides, including the C-Link Workflow Overview, the C-Link Campaign Origination Quick Start Guide, and the C-Link Administration Guide.

Tools: DreamWeaver CS4, Photoshop CS4, SnagIt 9, and MS Word.

**Freelance Technical Writing,Web Content Copywriting/Editing, Online Help**

**December 2008 – Present**

Providing extensive writing/editing services offsite for various clients, including building online help system for **Society of Petroleum Engineers (SPE)** international social website (SharePoint), copywriting/editing/content curation for **Fast Armadillo** website clients, online content for **Meaningful Start** organization website.

Tools: MS Office, Dreamweaver, SharePoint, RoboHelp, SnagIt

**USAA – San Antonio, TX**

#### July 2007 – November 2008

#### Viseon, Inc. - Dallas, TX

#### June 2005 – July 2007

#### Senior Technical Writer

#### Sabre, Inc. - Southlake, TX

#### July 2001 – June 2005

**Web GUI Developer, Senior Technical Writer** (Consultant for CNC Global, Inc.)

#### VertaPort, Inc. - Dallas, TX

#### July 2000 - July 2001

#### Senior Technical Writer

#### ObjectSpace, Inc. - Dallas, TX

#### October 1999 - July 2000

**Documentation Project Manager**

**GTE Corporation - Irving, TX**

#### March-October 1999

**Documentation Project Manager**

#### MOBIL OIL CORPORATION - Dallas, TX

**1993-1999**

#### Senior Technical Writer/Technical Marketing Specialist/Web Developer

**EDUCATION**BA English, The University of Texas at Arlington