ROBERT ALAN BOWMAN

alanbowman@gmail.com ■ alanbowman.net ■ linkedin.com/in/ralanbowman ■ (678) 665-9458

Experienced Technical Writer and User Advocate ■ API Documentation, User Guides, READMEs, man pages

PROFESSIONAL EXPERIENCE

eApps Web Hosting — Atlanta, Georgia   **April 2007 to August 2016**

<u>**Technical Writer and User Advocate**</u>, October 2010 – August 2016

- Standardized the process to create, update, and maintain all customer-facing documentation
- Improved ability of customers to find answers through self-service instead of contacting support
- Designed a company style guide and word list used across all departments
- Helped overhaul the existing testing/QA process into a more streamlined system that reduced time required to launch new products and services from months to weeks
- Created an internal system for staff to report any user advocacy issues and designed a reporting structure to get those issues to management
- Consulted with the Development, Website, and Sales teams to review new products and services to ensure a consistent and easy to use UX/UI

<u>**Technical Support and System/Network Administrator**</u>, April 2007 – September 2010

- Resolved support requests from users via phone, e-mail, or online chat
- Monitored and helped maintain network uptime and security
- Moved new products and services into production as directed by Development and Sales teams
- Worked with NetOps team to troubleshoot and repair any network or system outages

Carestream Dental — Atlanta, Georgia   **October 1998 to April 2007**

<u>**Systems Engineer/Technical Support Analyst**</u>

(***Note –*** *I held the same job supporting the same product and customers through 3 rounds of mergers and acquisitions: Orthotrac - PracticeWorks - Kodak Dental Systems - Carestream Denta*l)

- Resolved all escalated hardware and operating system issues from junior team members
- Trained new employees to support an SCO UNIX and COBOL hardware/software orthodontic practice management system
- Developed and maintained a product-specific knowledge-base system used by team members and customers for training and helping to resolve support issues
- Consulted with Sales and Training teams to recommend system and software upgrades to legacy customers
- Scheduled and managed customer hardware upgrades and existing system replacements.

EDUCATION AND CERTIFICATIONS

Clayton State University — Morrow, Georgia
Bachelor of Science, Integrative Studies - Project Supervision in a Technological Environment Concentration – 2016

Kennesaw State University — Kennesaw, Georgia
Basic and Advanced Technical Writing Certificates – College of Continuing and Professional Education – 2008

Udemy – udemy.com
Learn API Technical Writing: JSON and XML for Writers / Learn API Technical Writing 2: REST for Writers / The Art of API Writing – 2015 - 2016