

ROBERT ALAN BOWMAN

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

PROFESSIONAL EXPERIENCE

Reliam (Cloud Managed Service Provider) – Los Angeles, California **November 2016 to March 2017**

Contract Technical Writer

- Created policies and procedure documentation to help client pass the AWS Partner Network (APN) audit
- Review, create, and manage the documentation plan based on APN requirements
- Worked with company engineers, operations, and executives to identify current policies and procedures, and helped to devise and create policies and procedures where none existed
- Advised the client on formatting and documentation best practices

eApps Web Hosting — Atlanta, Georgia

April 2007 to August 2016

Technical Writer and User Advocate, 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 documentation for a simple RESTful API for an internal network monitoring tool
- Assisted moving the company from an ad-hoc project management system and SCM system to JIRA, Confluence, and Bitbucket Server
- 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

Technical Support and System/Network Administrator, 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

Systems Engineer/Technical Support Analyst

(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 Dental)

- 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](https://www.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