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 polices 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 exist
* 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
* 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 present 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 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