

Robert Bryan

Senior Technical Writer
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Senior Technical Writer

Pinnacle 21

Mar 2020 – Aug 2021

- Increased product sales by writing an innovative developer platform with API documentation, developer tutorials, and blog posts.
- Opened new markets by translating the complex topic of clinical submissions analysis into plain language content for non-native English speakers.
- Owned responsibility for keeping all published documentation accurate and up-to-date.

Senior Technical Writer

Technical Writers Incorporated

Jun 2018 – Feb 2020

- Designed, developed, and wrote documentation for a workflow automation system with Git, Python, Postgres, Selenium, JIRA, Confluence, and Tesseract.
- Authored troubleshooting and operation guides for a new generation of gas chromatographs.

Service Desk Director, Technical Writer

Wingspan Technology

Feb 2012 - Apr 2018

- Wrote all technical documentation for an enterprise-class SaaS platform from scratch.
- Designed, wrote and maintained a context-sensitive online help system in WordPress.
- Created a successful Customer Support team with ITIL-based management processes.
- Was personally responsible for client relationship management and client success.
- Delivered in-depth Root Cause Analysis reports under short timelines and urgent pressure.

Technical Reporting and Metrics Lead

Jul 2008 – Sep 2011

De Lage Landen Financial Services

- Drastically reduced deployment failures by documenting, communicating, and enforcing ITIL best practices.
- Documented and delivered two global IT Security policy campaigns with measurable success.
- Invented an IT Service Catalog to measure and clarify the benefits IT provided to the business.

Technical Writer

Jan 2008 – May 2008

Astra-Zeneca Contractor

- Delivered a custom project management standards program on time and under budget.
- Wrote a technical training curriculum and all supporting classroom materials in AuthorIt.
- Built a metrics and report system to track performance of the project management team.

Communications Team Lead

Sep 2007 – Dec 2007

Astra-Zeneca Contractor

- Wrote communications plans and technical documentation for AstraZeneca's program to merge network infrastructures with their newly acquired subsidiary, MedImmune.
- Wrote technical specifications for network integrations, requirements documents for technology integration projects and internal and external business communications for change management.

Senior Systems Development Writer

Jan 2006 – Apr 2007

First Consulting Group, Inc.

- Responsible for designing and writing all technical documentation for the company's flagship product, FirstDoc, a Documentum-based enterprise-wide content management system for the pharmaceutical industry. Responsible for conducting requirements-gathering workshops with subject matter experts and writing product development strategies and implementation plans.
- Recognized that the company's global client base had no access to our product knowledge base and no centralized forum for asking questions and getting updates about our product.
- Created and led a team to build a global user community with Microsoft SharePoint Portal Server. Coordinated efforts between web developers, SharePoint site administrators and product support representatives to build and support an active online community.

Communications Lead

Jan 2005 – Dec 2005

AstraZeneca

- Wrote communications plans, testing plans and project support documentation for a regional project team in a global program to upgrade an enterprise-wide Exchange email infrastructure. Worked to build open channels of communication between the local project team and the global program.
- Assisted the Project Manager by taking on the following Project Coordinator responsibilities: managing sub-projects to test and validate new server installations, writing agendas, conducting team meetings and requirements-gathering workshops, organizing and managing task assignments for the team.

Senior Technical Writer

Oct 2001 – July 2004

First Consulting Group, Inc.

- *FirstDoc* - Planned and wrote the documentation during the development of new versions of FirstDoc.
- Wrote documentation guidelines, documented the SDLC and wrote the training and product support documentation. Created and implemented a communication program to mitigate the risks of an on-shore/off-shore development team.
- Wrote online help documentation and training content for FirstDoc Research and Development.
- *Roche Pharmaceuticals* - Managed two concurrent software development quality assurance and testing programs. The two products were Documentum customization packages for pharmaceutical regulatory document management programs.
- Responsibilities included management of a testing team, development and execution of formal integrated testing, and extensive interaction with client management.
- *AstraZeneca* - Designed and developed a web application to support AstraZeneca's Business Case submission process. Successfully delivered the application into production despite shifting technical requirements and critical time pressure.
- Coordinated the gathering of content, then developed and implemented document standards and processes for internal postings.
- *Johnson & Johnson* - Designed and developed technical and end-user documentation for corporate website, including an automated web content management system. Actively managed client issues by cooperating with the client project team to gather extensive feedback during development of the system. Delivered Milestone presentations to the client, demonstrating use of the web content management system and providing training and troubleshooting assistance.

Education

B.A., English, Technical Writing, University of Delaware - 1994