Brendan D. Kirkpatrick

# Summary of Qualifications

1. Extensive and diverse documentation and training material development, delivery, and project management experience. Proven ability to synthesize and contextualize technical and business process information in accessible documentation for various audiences. Collaborate effectively with project management and subject matter experts to develop and maintain required documentation amidst shifting priorities in fast-paced environments.
2. Specific experience writing both front-end content and back-end operations documentation for Web-based Software as a Service (SaaS) applications, including APIs. Able to write single-source content designed to be viewed on multiple devices from desktop to smartphone.
3. Experience applying new technology to facilitate project collaboration among distributed virtual teams. Use of collaboration workspaces, information management and search capabilities, instant messaging, teleconferencing, and virtual whiteboarding to supplement or replace real-time face-to-face interaction of project teams.
4. Strong LAN/WAN networking and routing background. Cisco Certified Network Associate (CCNA) certification.
5. Professional experience in journalism, public relations, technical training, documentation, and production for print, web, and video. Advanced skills with production applications up to following versions:
6. Adobe: *FrameMaker 11, RoboHelp 10, Captivate 6, Acrobat X Pro, Presenter 8. CS6 Suite: Audition, AfterEffects, Dreamweaver, Flash Pro, Fireworks, Illustrator, Indesign, Media Encoder, Photoshop, and Premiere*
7. *MS Office Suite: Access, Excel, Outlook, Word, PowerPoint, Publisher, Project, Visio, SharePoint*
8. Collaboration Technologies: *Wikis, Markdown, SharePoint, Documentum, weblogs, central document repositories and collaboration workspaces.*
9. *HTML, DITA, CSS, XML, JAVA, .Net, Flex, JavaScript, Rails, SOAP, AJAX, SQL, Agile methodology*

Experience

NetCoupon, Inc. Los Angeles, CA

Marketing/Technical Writer December 2012 – May 2013

* Wrote User Guide, FAQ, and Quickstart Guide documentation for Web-based SaaS platform to support merchant discount programs.
* Wrote client-facing API specification an implementation documents for .Net object-oriented environment.
* Wrote context-sensitive HTML help files and user interface copy for application.
* Wrote copy for initial marketing materials: website copy, datasheet, brochure, press releases, and press kit.
* Researched and wrote white paper on the technology behind the application.

RR Donnelly/Nimblefish Technologies San Francisco, CA

Senior Technical Writer June 2012 – November 2012

* Wrote suite of operations process documentation for Web-based SaaS personalized print and email marketing platform.
* Developed Confluence WIKI presence and migrated existing engineering and operations run of business documentation to collaborative environment.
* Integrated Jira with Confluence to support Agile software development methodology.
* Developed Visio process flows for common troubleshooting and run-of-business operations processes.

Bank of America Sacramento, CA

Operations Technical Writer November 2011 - March 2012

* Wrote process documentation for detailed responsibilities of staff in mortgage processing. Process mapping, step procedures, compliance documents.
* Interviewed internal experts to ensure deferment and foreclosure process complied with internal bank policies and governing law to ensure valid mortgage adjustment or foreclosure procedures were adhered to.
* Developed process diagrams in Visio and posted them as PDF to web-based archive for reference by mortgage deferment specialists during customer calls.

Cisco Systems- TAC Operations San Jose, CA

Contract Technical Writer January. 2011 to May 2011

* Wrote policy and process documents to support Cisco's global network of Technical Assistance Centers, and help standardize management across global theater of operations. Worked with stakeholders to draft, revise and publish standards.
* Examples included writing policy guidelines for tuition reimbursement and employee relocation that were distributed to all Cisco TAC managers worldwide.
* Wrote a user guide for web-based job ticket tracking system that documented both the technical use of the system and the policies and standards for integrating it into engineers job flow (how to open a ticket, how to transfer a ticket to another agent, standards for resolution time, etc.)

Tellme/ Speech@Microsoft Mountain View, CA

Contract Technical Writer/ Course Developer August 2010 to October 2010

* The service powers voice-activated automated systems for customer service. If you've ever called a company like Fidelity Investments, American Airlines, or Domino's and navigated the service and support menus using voice commands, then you've used the Tellme/ Speech@Microsoft service.
* Wrote courseware and technical documents to enable network operations to support interactive voice response applications at Microsoft.
* Developed expertise in voice-over-IP (VoIP), speech recognition, response, and networking.
* Wrote and edited documents using MediaWiki to support network operations and engineering. Designed standard document templates for use by various audiences. Aggregated and published documentation for network architecture and service level information to support the service on behalf of diverse end client audiences.

Pacific Gas and Electric- Infrastructure/ SP&A San Francisco, CA

Contract Technical Writer  April. 2007 to January  2009

* Developed and wrote weekly newsletter for Strategic Planning and Architecture to enable information to be disseminated throughout the IT organization.
* Created PowerPoint presentations with graphics and embedded charts for various technical and business audiences.
* Developed documentation suite including Visio flowcharts and word documents for a project that integrated IT systems at Diablo Canyon Nuclear Power Plant in San Luis Obispo with SAP business logic and database systems of record in San Francisco.
* Wrote operations procedures for support of new SAP modules in support of major expansion of PG&E’s utilization of SAP business logic and modules
* Wrote system administration guide for NFS/ Kerberos configuration and security in IBM AIX in support of PG&E deployment of SmartMeter, which enables customers to view their usage on line.
* Developed SharePoint document repositories, collaboration spaces and wiki capabilities to facilitate communication and collaboration between Enterprise Architecture and Infrastructure teams.

Cisco Systems- Brand Protection Engineering San Jose, CA

Contract Technical Writer March. 2005 to March 2007

* Maintained LiveLink repository of key reference documents for anti-counterfeiting efforts worldwide.
* Developed documentation and training program for US Customs and Border Protection agents to identify and seize shipments of counterfeit products at the ports of entry.
* Wrote operations procedures to support repair technicians to detect and intercept counterfeit products returned on RMA.
* Wrote summaries of counterfeit indicators on products seized in police raids to facilitate legal prosecution.
* Developed Access database of known counterfeit indicators for each product to support analysis and trending.
* Researched manufacturing specifications of Cisco products to develop new tests for indicators of counterfeiting.

World Savings Bank- Corporate Internet Group San Leandro, CA

Contract Technical Writer Nov. 2004­ to Feb. 2005

* Wrote technical architecture documents for migration of online banking web services from Windows/ IIS/ WebLogic to Linux/Apache/WebSphere.
* Topics included physical and logical network layout, clustering and load balancing, security, build processes, and code development and deployment.

Wells Fargo Phone Bank San Francisco, CA

Contract Technical Writer Sept. 2004 to Nov. 2004

* Wrote process documentation for expanded responsibilities of Wells Fargo Phone Bankers.
* Developed system and process diagrams in Visio and posted them as PDF to web-based Virtual Library for reference by bankers during customer calls.
* Wrote and edited product feature summaries for consistency and style and posted them to interactive online product databases.

Charles Schwab- Cost Basis Operations San Francisco, CA

Contract Technical Writer April 2004 to June 2004

* Developed operations procedures and policy reference documents for in support of new portfolio accounting service rollout.
* Wrote online help pages and developed content for interactive web-based tutorials.
* Contributed as a member of project management team in defining training and infrastructure requirements for changes in business model.

Cisco Systems- Customer Proof of Concept Labs San Jose, CA

Contract Technical Writer Jan. 2003 to April 2003

* Wrote technical white papers from test case documentation and engineer interviews at Cisco Customer Proof of Concept Labs in California and North Carolina.
* Developed Web content for intranet site of completed network diagrams, test cases and white papers.

ePeople, Inc. Mountain View, CA

Course Development Consultant Sept. 2002 to Dec. 2002

* Developed technician and administrator training courses for Web-based collaborative Customer Relationship Management application.
* Worked with implementation and database engineers to define and deploy a dedicated training instance of the application, and developed training lab to teach hands-on application skills.

Wells Fargo Commercial Business Services San Francisco, CA

Contract Technical Writer June 2002 to Aug. 2002

* Researched and wrote operations and engineering procedures for disaster recovery and failover between data centers.

ProSoft Training Los Angeles, CA

Course Developer, IP/Telephony Convergence Feb. 2002 to May 2002

* Developed training course on IP networking and digital telephony technologies to prepare students for the Certified in Convergent Networking Technologies (CCNT) certification exam offered by the Telecommunications Industry Association (TIA).

Excite@Home Redwood City, CA

Operations Documentation Integration Manager Sept. 2001 to Dec. 2001

* Integrated engineering-level architecture documentation processes with operations-level procedure development and documentation, to deliver a comprehensive suite of documentation to serve the needs of diverse operations audiences.
* Managed project to define and deliver end-to-end suite of documentation to support deployment of new email architecture, from core engineering documentation through web-based procedures for operations troubleshooting of specific error messages and failure conditions. Developed and delivered deployment training.

Technical Operations Training Manager- International May 2000 to Sept. 2001

* Managed technical operations training curriculum design and delivery for all Excite@Home international ventures.
* Implemented blended-mode learning model, which supplemented in-country training with computer-based training using HTML, Authorware, Flash, and Director.
* Contracted in-country vendors for network equipment and IT systems training, and performed training on proprietary systems.

Network Operations Trainer- International Oct. 1999 to May 2000

* Delivered 6-week training course to Network Operations Center personnel for launch of @Home Network Australia and @NetHome Japan ventures.

Quality Assurance Trainer/ Monitor September 1997 to Oct. 1999

* Monitored technical support representative calls and prepared feedback on opportunities for improvement.
* Tracked performance metrics, and identified trends indicating need for supplemental training.
* Prepared and delivered Technical Support Sample Calls, Managing Customer Expectations, and Support Call Simulations modules of new hire training.

# Education

Cisco Systems San Jose, CA

Cisco Certified Network Associate (CCNA) 2000

UC Berkeley Extension Berkeley, CA

Coursework in Professional Sequence in Technical Communications 1997/1998

Bennington College Bennington, VT

Dual Major in Political Science and Literature 1988