Bruce **MacDonald**

TECHNICAL WRITER · INFORMATION ARCHITECT

Toronto, ON

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"Efficiency is minimal effort for maximum result."

Education

Ryerson University   *Toronto, Ontario, Canada*
BACHELOR OF APPLIED ARTS — JOURNALISM   *September 1988 - April 1992*

- Languages — English, Spanish, Mandarin (basic), French (basic)

Skills

Tools	Markdown, reStructuredText, DITA, LaTeX, Microsoft Office, Sphinx, MkDocs
Languages	HTML, CSS, Javascript, Grep, SED
Core Abilities	Technical writing, editing, marketing, blogs, fiction, non-fiction

Experience

Ataccama   *Prague, Czechoslovakia — Remote*
SENIOR TECHNICAL WRITER   *August. 2019 - February, 2020*

- Confluence to reStructuredText project, output to web (Sphinx) and PDF (Latex).

KPMG Global   *Munich, Germany — Remote*
SENIOR UX WRITER   *September. 2019 - February, 2020*

- Editing to *best practices* for KPMG Global's *Cosmos* application.

Technisys   *Miami, Florida — Remote*
SENIOR TECHNICAL WRITER   *July 2019 - September 2019*

- Edited a Confluence Wiki and converted to markdown for PDF production.

Hibar Systems   *Toronto, ON — Remote*
SENIOR TECHNICAL WRITER   *October 2018 — February 2019*

- Manuals for precision pumps / standalone writer / markdown with pandoc as toolset / Word and PDF

TD Bank   *Toronto, ON*
SENIOR TECHNICAL WRITER   *August 2014 — October 2017*

- Microsoft, Visio
- IBM Websphere, IHS, MQ, Dynatrace, SQL, DB2, Mainframe, Oracle, Cloud, CA-7, Tivoli
- Application Response Management (ARM), disaster recovery, app maintenance and repair.

AMD   *Toronto, ON*
TECHNICAL WRITER   *September 2013 — March 2014*

- C++ API
- Graphics Processing, leveraged from DirectX, OpenGL

Sandvine
Waterloo, ON

Technical Writer
June 2009 – October 2013

- Wrote user guides, installation guides, policy language tutorials, command line interface reference books, and release notes.
- Improved the work process between engineering and documentation by securing access to quality assurance and development servers to directly engage the builds as the primary information conduit between documentation and engineering.
- Pioneered new ways to document the command line interface (CLI) by direct access to development servers, thus mitigating the need for engineers to write specifications.
- Improved the FrameMaker templates and the documentation numbering process for book parts and versions.
- Operated as the bridge between the Waterloo Ontario office and the Jerusalem office and provided oversight on all Jerusalem documentation products.
- Participated in the procurement of a content management system, a DITA front end (oXygen), and the maintenance of XSLT templates.
- Heavy knowledge base in all facets of networking: TCP/IP, Management Information Base (MIB), cable, DOCSIS, provisioning, and configuration hardware documentation as Sandvine had its own hardware division.

Writing

Coureurs De Bois
Cormorant Books

Fiction
June, 2007

- Well received literary fiction. Nationally reviewed.

Stardust Ranch - The Incredible True Story
BCI Publishing

Non-Fiction
January 2020

- Well received non-fiction. Internationally reviewed.