

## EXPERIENCE

### 07/19 - 04/20 FREELANCE. TECHNICAL WRITER

- Netdata: Wrote product documentation for an open-source real-time Linux server performance monitoring tool that monitors CPU, RAM usage, disk I/O, network traffic, Postfix, among many others.
- ZPE Systems: Wrote an eBook for a marketing campaign called "How Automation is Transforming the Datacenter Landscape"
- ZPE Systems: Wrote video scripts, provided the voice over, and did the final video production for pre-recorded screen capture how-to videos.
- Wax.io: Wrote a blog article called "What is NET, CPU and RAM on the WAX Blockchain?".

### 03/19 - 06/19 LIVEPERSON. TECHNICAL WRITER II

Worked with the Android and iOS development team to rewrite the SDK and API guides for mobile messaging.

### 01/18 - 01/19 MICROSOFT. TECHNICAL WRITER II

Worked with the Microsoft Edge development team to rewrite the Enterprise deployment guide.

Worked with the networking team to update the VPN and other networking content.

### 07/17 - 12/17 OCULUS/FACEBOOK. CONTRACTOR

Developed cross-functional workflows and process documentation for the Mechanical and Electrical Engineers in a Virtual Reality R&D environment.

Managed all controlled documentation, such as SOWs, CAD drawings, and SOPs.

### 08/16 - 05/17 GE HEALTHCARE. TECHNICAL WRITER

Collaborated with developers and customers to rewrite an outdated installation/upgrade guide, reducing data loss or corruption as well as support calls.

### 09/15 - 07/16 AMAZON. TECHNICAL WRITER II

Wrote new feature announcements and task-oriented user guides for the Amazon Fulfillment Centers (FCs).

Streamlined a weekly team status report for the Amazon executive team reducing the time to compile and deliver the report by ~4 hours (more than half).

**SHORT**  
TECHNICAL WRITER  
VOICEOVER PROFESSIONAL  
VISUAL DESIGNER

#### PHONE

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#### EMAIL

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#### WEBSITE

www.pattishort.com

#### WRITING SAMPLES

<https://shortpatti.github.io/aboutme>

#### ABOUT ME

I'm passionate about creating content experiences that help IT Pros achieve more with technology. I specialize in taking otherwise dead and useless guides and online help content and bringing them back to life by making them interactive, scenario based, and usable again.

#### ACHIEVEMENTS

Co-authored Excel 2010 in Simple Steps.  
ISBN: 0-27-373613-2

Built custom MadCap Flare authoring environment for GE Healthcare, Amazon, and SolidFire. Converted legacy documentation created in Microsoft Word to maximize content reuse and reduce the cost of creating, managing, and publishing content.

## EXPERIENCE

### 03/15 - 09/15 CHARTER COMMUNICATIONS. CONTRACTOR

Collaborated with principle video-on-demand (VOD) and network engineers on Method of Procedures documentation.

Wrote Python scripts for system administration tasks.

### 01/14 - 10/14 SOLIDFIRE. TECHNICAL WRITER

Wrote release notes, API guides, user guides, and online help for the support team, field technicians, developers, and customers.

Contributed and edited content for white papers, best practice articles, and solution briefs for the cloud storage solution.

### 12/12 - 12/13 SYBASE/SAP. CONTRACTOR

Wrote installation, configuration, and API guides on the Sybase Money Mobiliser Platform for developers, support, and customers.

Worked closely with software developers, project managers, and product architects.

### 07/12 - 01/13 CARPEDATUM. CONTRACTOR

Wrote design specifications for the enterprise planning and budgeting software.

Restructured the instructor-led training to include scenario-based, hands-on exercises and review questions for general users and IT personnel.

### 08/11 - 07/12 LEVEL 3 COMMUNICATIONS. CONTRACTOR

Wrote provisioning procedures in an online help format for field technicians in the fiber optic cable industry.

Built a custom MadCap Flare authoring environment to convert legacy documentation created in Microsoft Word and to maximize content reuse and reduce the cost of creating, managing, and publishing content.

## EDUCATION

### 02/99 - 04/01 DEVRY UNIVERSITY DENVER.

AS in Computer Systems (networking and telecommunications)

### 10/10 - 05/12 KAPLAN UNIVERSITY.

BS in Health Science (environmental health)

## SKILLS

### TECHNICAL WRITING.



### ELEARNING SCRIPT WRITING.



### DESKTOP PUBLISHING.



### MARKDOWN.



### GIT/GITHUB.



### MADCAP FLARE.



### ADOBE ROBOHELP.



### ADOBE INDESIGN.



### VOICEOVER.



### VIDEO PRODUCTION.



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