

Stan Rhodes Jr. / 1409 NE Shaver St. Portland, OR 97212 / 503-757-6777

stanley.rhodes@daimler.com

Skills & Qualifications

- Thirteen years of experience creating best-in-industry documentation through focused research, excellent cross-department and cross-company communication, and thorough content verification.
- Highly skilled at documenting business, system, IT, and engineering requirements and processes.
- Track record of solving business problems while streamlining processes to reduce employee time, effort, and error.
- Broad knowledge of heavy-duty vehicle systems, including electronic systems and diagnostic methods. Additional background in software security and processes.
- Seasoned liaison among engineering groups who knows how to guide consensus-building and keep groups focused on resolving problems.
- Experienced at analyzing issues, identifying root causes, and presenting a robust strategy that meets business needs.
- **Software Proficiencies:** Microsoft Office Suite, Acrobat Pro, Visual Studio, Tableau, Python, Visual Basic, Javascript, SQL, Linux.
- **DTNA Internal Tools:** ServicePro, PartsPro, ShopTech, IMACS, DTNA Wiki, Customer Order Search, Data Books, DDCSN, Service Portal, Detroit Connect, PSL, Sharepoint

Professional Experience

Service Documentation Specialist – Daimler Trucks North America, Portland, Oregon. 2005–2009 (Contract); 2011–Present

Technical Writing Role

- **Focused research:** investigate and follow development of new vehicle systems and components by combing through internal documents and data, attending project meetings, and maintaining good contact with the responsible engineers.
- **Seasoned liaison:** work with new and current product, service, and diagnostic engineers to understand the impacts of product changes on various vehicle specifications and to define the service documentation coverage needed.
- **Excellent communicator:** during and after document development, ensure all new or revised service documents are approved by necessary parties, which often requires clarifying technical issues and resolving problems across many departments.
- **High work standards:** per project, track dates for decisions and reviews, meetings, and engineering source material.
- **Sharing innovative practices:** track and share tools and best practices from the software industry, including the use of customer satisfaction (CSAT) polling, use cases, user experience (UX), data and content strategy, and agile processes.
- **Information architect:** key member in developing the new information architecture of the New Cascadia Electrical System and Troubleshooting Guide. Sole technical writer of detailed Powernet Troubleshooting service bulletin.
- **Take-charge leadership:** created and lead department initiative to survey top technicians about usage, satisfaction, and key targets for improvement. Resulting feedback was used immediately for prioritizing department's development path.

Systems Administrator Role

- **Meeting unexpected challenges:** sole in-group Project System support, development, and database administrator after staffing cuts eliminated developer and practical owner of system. Also sole contact for Service Portal developer and BSA for this system.
- **Planning and acting strategically:** after inheriting project system, set to documenting the system, cross-training others on mission critical processes, establishing bug tracker, and implementing version control.
- **Improving Processes:** consolidated all manual history data from six files into one database, reducing retrieval time by 85% for document requests by Litigation.
- **Reducing Error:** wrote data validation scripts in Python to parse hundreds of XML files and SQL records into a data validation spreadsheet that enables writers to identify and investigate all critical inconsistencies, eliminating ~10% error rate in data.

Technical Writer (Contract) – WebMD Health Services, Portland, Oregon. 2005

- Mastered intricacies of healthcare cost estimation software to create a full set of documents for employees and vendors.
- Collaborated with developers to report bugs found during the documentation process and test subsequent fixes.

Technical Writer (Contract) – Providence Health System, Tigard, Oregon. 2005

- Created full suite of guides: User Guide, Help Desk Support Guide, and Architecture Guide on secure email system (Kryptiq).

Technical Writer – Cylant, Inc. (software security startup), Moscow, Idaho. 2002–2004

- Worked with developers and testers to ensure usability of CylantSecure user interface while creating full set of user guides.
- Initiated and led a review of CylantSecure's user interface for version 3.0. The resulting interface usability improvements won the product "Best Security Solution" at LinuxWorld 2004.

Education

University of Idaho, Moscow, Idaho (B.Sc. Psychology, B.A. English Literature, 2002)

Memberships & Affiliations

Swan Island Toastmasters, Sargeant at Arms. (First place in March 2016 Evaluation Speech Contest.)

Board Member, Alberta Co-op

Ctrl-H (Portland Makerspace)