Tom Comey

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# Senior Technical Writer

A key contributor who delivers high-quality, focused content to a tech-savvy audience. Extensive demonstrated experience in information development as a project lead, content developer, and local tools expert. Loves learning about new technologies and collaborating with subject-matter experts to gather information, identify relevant data and audiences, and provide amazing content. Looking to join an organization that views excellent product documentation as a competitive advantage.

Audience Analysis Single Source Layer 4+ Networking

Network Security User Experience SSL/TLS

Virtualization Agile Methodologies Application Performance Management

# Professional Experience

### Dell Technologies, Austin TX 2018 – 2018

### Content Strategist (Contract)

Created and executed copy and content strategy for Dell.com/Support that upheld Dell brand standards and maintained site-wide consistency. Worked closely with Visual Designers to create user experiences that were intuitive and easy for customers to use.

### HPE TippingPoint (acquired by Trend Micro), Austin TX 2015 – 2018

### Senior Technical Writer

Led team members from initial planning through development, review, and product release. Documented business-critical features that contributed to the wider adoption of the Threat Protection System (TPS) security device.

* Authored the *TPS SSL Inspection Deployment Guide*. Reduced complexity by simplifying the deployment process; described how to set up SSL inbound inspection on a TPS device.
* Wrote the *IPS* *Stacking Deployment Guide*. Improved user experience by streamlining the configuration; described how to set up a stack of Intrusion Prevention System (IPS) devices.
* Reused existing IPS stacking content to write the *TPS Stacking Deployment Guide*.

### CSC, Austin TX 2014 – 2015

### Advisory Technical Writer

* Wrote ServiceMesh Cloud Platform configuration procedures.

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### NetQoS (acquired by CA Technologies), Austin TX 2009 – 2014

### Principal Technical Writer

Responsible for all aspects of SuperAgent product documentation. Volunteered to attend product training on Week 1 and passed product competency exam with an A.

* Refactored the *SuperAgent Administrator Guide*. Improved usability and incorporated new best practice information from Product Support. Developed new information about how to monitor application response time from a virtual switch.
* Improved usability of the SuperAgent web client by developing an FAQ-focused help system.
* Contributed to UI design and reduced the need for online help.
* Tested the product during a challenging development cycle and reported 60+ defects.

### NetIQ (acquired by Attachmate), San Jose CA & Austin TX 1999 – 2008

### Principal Technical Writer

Joined early, stayed late, and actively contributed to the NetIQ AppManager line of business. Responsible for all aspects of AppManager product documentation. Contributed to UI design and collaborated with cross-functional teams to maximize user experience and to ensure customer success.

* Coordinated with remote teams in Raleigh, North Carolina, and Bangalore, India to deliver a large product documentation set with over 50 help files and 3,500 pages of PDF content.
* Wrote the *AppManager Control Center User Guide*. Simplified application performance management in the data center by developing information about policy-based management.
* Developed a single-source help system for the Control Center client application so that a customer can easily and quickly access the appropriate user assistance.

### Constellar Corporation, Redwood Shores CA 1998 – 1999

### Senior Technical Writer

Analyzed existing content and collaborated with Product Management to deliver customer-focused product documentation.

* Reduced the level of expertise required to move disparate data sources into a centralized business application; described how to transform and migrate legacy data into an Oracle application.
* Developed a single-source help system to improve the overall usability of the UI implementation.

### Other Relevant Experience

* IBM Corporation, Almaden CA — *Technical Writer*
* Quintus Corporation, Fremont CA — *Senior Technical Writer*

# Education

### University of California, San Diego CA — *Bachelor of Arts, English and American Literature*

# Technical Skills

DITA | Adobe FrameMaker | XMetal | SDL | SVN | Perforce | GitHub | Camtasia | Snagit | CMS | cURL | Lingo Postman | Adobe Illustrator | Adobe Photoshop | REST API | MadCap Flare | UXPin | Figma