VICTOR ESTRADA

DOCUMENT SPECIALIST
Greater Austin

E: victorestrada.ux@gmail.com   P: 415-715-9039

Let's Get In Touch

A professional collaborator, writer, and project manager, I work in document management, structuring and designing documentation for users attempting to learn or accomplish a task. Whether it's creating procedures or proposals, my expertise is making technical content simple to use and understand for SMEs and audiences.

Technical Writing

- Audience Analysis
- Template Design
- Copyediting
- Print Design
- Content Strategy
- Style Management
- Process Flows

Software

- Microsoft Office
- Outlook Enterprise
- Acrobat DC
- Visio
- Omnigraffle
- Photoshop
- Git BASH and GitHub

Documents

- Proposals
- Brochures
- Data sheets
- Procedures
- Specifications
- Technical Manuals

Familiar With

- JavaScript
- Visual Basic
- PHP
- XML / DITA

Relevant Projects

Information Systems Business Proposal, 2015

I created content diagrams and technical deliverables:
- Developed information system data flow diagrams with Visio
- Organized Gantt charts and network diagrams
- Designed deliverables with Adobe InDesign

Single-sourcing with DITA, 2016

I developed procedures for Microsoft Word, Track Changes.
- Used audience analysis and a scenario testing
- Structured the software procedures with DITA
- Created XHTML and PDF deliverables

Ruby Application for UI and Database, 2016

I developed and coded a database for technical documents:
- Developed with the method of user-centered design
- Coded with Ruby on Rails with an MVC framework
- Constructed responsive front-end with Bootstrap

Work Experience

Researcher, Harman Intl., 2017

With the Harman UX team, I co-led a 4-month user-centered research project that evaluated the use of software platforms in the design, implementation, and maintenance of Audio Video Control networks.
- Evaluated competitor software and conducted heuristic evaluations of in-house AV and control software,
- Managed participants, conducted stakeholder interviews, organized surveys, and led contextual inquiries across 4 metropolitan areas,
- Synthesized months of UX research into professional deliverables that informed a 2-day design mapping workshop with key clients and stakeholders.

CMS Manager, UNT Marketing, 2015-2016

For UNT Marketing, I managed the content for 25 departmental websites using Drupal. With over 40,000 monthly visitors, I established a user-centered criteria for designing content.

Education

University of North Texas
MA in Technical Communication, 2017