BENJAMIN D. MOORE

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• [LinkedIn](#) • [Portfolio](#) • [Intel GitHub](#) • [Personal GitHub](#)

SUMMARY

Technical Communication Professional focused on delivering powerful content that meets users' needs, with extensive experience collaborating with cross-functional teams and building relationships with Subject Matter Experts (SMEs). Skilled in use of Artificial Intelligence (AI) tools to increase accuracy and productivity.

SKILLS

reStructuredText, Microsoft Office suite, DITA XML, Doxygen, Markdown, Sphinx, GitHub, Adobe FrameMaker, Search Engine Optimization (SEO), Linux, Adobe Experience Manager (AEM), Content Management Systems (CMS), API Documentation, standards-based documentation, Adobe Analytics, Agile Development, Jira, mobile phone platform development, silicon development, hardware documentation

EXPERIENCE

Intel Software and Advanced Technology Group, Hillsboro, OR

Content Strategist   *Oct 2019 - Oct 2024*

Directed 15 Technical Writers to deliver 180 documents for quarterly software releases in support of Intel hardware projects to conform to SYCL standards. Created documentation plans, participated in user testing, and directed retrospective initiatives to improve documentation.

- Wrote and edited User Guides, Programming Guides, Get Started Guides, and articles.
- Reduced content validation time by 50% by implementing new documentation standards.
- 100% success rate in delivering quality documentation on time for more than 10 software releases.
- Published conditionalized documentation for multiple Operating Systems and delivery platforms such as web, mobile, and offline systems.
- Customized documentation to fit the needs of operating systems including macOS, Windows, and Linux as well as different hardware platforms such as IoT, desktop, and mobile.

Senior Technical Writer   *Aug 2017 - Oct 2019*

- Created and managed documentation to meet ISO 26262 standards for automotive safety.
- Created a method for exporting content from IBM DOORS Next Generation into a customer-ready document that reduced publishing time from five days down to one day.
- Customized documentation to fit customer hardware requirements, including customer-specific Linux and IoT platforms.

Intel Platform Architecture Group, Hillsboro, OR

Senior Technical Writer/Project Lead   *Aug 2014 - Aug 2017*

Documented core architecture of processors, registers, and systems engineering for CPUs and SoCs targeted for desktop, laptop, and server designs for major companies such as Apple, Dell, HP, and Lenovo.

- Documented core architecture features to align with Intel Product Life Cycle (PLC) milestones.
- Managed technical reviews, register tools, and an in-house PLC tool to meet PLC milestone deadlines.

Intel Mobile Communications Group, Hillsboro, OR
Project Manager for Technical Collateral   *Mar 2012 - Aug 2014*

Managed seven employees to deliver technical collateral for mobile platforms developed by Intel.
- Set up a design center using AEM, enabling tailored documentation for mobile platform designers to enable adoption by major manufacturers such as Apple, Motorola, and Samsung.
- Documented board designs and System on a Chip (SoC) specifications for mobile platforms targeted
- Maintained a SQL database to track projects across multiple business units.

AWARDS AND HONORS

• Four Intel Division Recognition Awards • Three consecutive top 10% performer awards
• Intel Teamwork Award
• Exceeds (top 10%) or Successful (top 50%) in all reviews at Intel

EDUCATION

Pacific Lutheran University, Tacoma, WA • Bachelor of Arts in Communications and History

EMERGING SKILLS

• Python • SQL • SharePoint Administration • Swagger • Figma
• ServiceNow • Video Editing and Production

VOLUNTEER EXPERIENCE

• Intel Buddy and Mentor • Intel Emergency Response Team Leader • Level B Seismic Evaluator
• Emergency Operations responder • Beta tester for smartphone wearables
• Beta tester for real-time censoring in streaming
• Beta tester for gaming cloud • Elementary school volunteer • Microsoft Copilot Evaluator