Matthew Hendricks' CV

⚡ Knowledge Worker, Technical Writer, Product Manager — focuses on development of technical support solutions for product teams | values opportunities for Collaborative Communication

Work Phone: +1 (646) 694-2062

Location: Seattle, WA (98125)

Email: mscotthendricks@gmail.com

Portfolio: matthewhendricks.net/work

Experience

> History working in cross-functional team leadership positions for start-ups and technical consulting for large enterprises.

Contract Technical Writer at Microsoft

Apex Systems (apexsystems.com) Redmond, WA.

March 2020 - May 2020

- Met with the documentation team's program manager to review and track documentation assignments in Azure DevOps and wiki Git repository on

topics of support onboarding, compliance, and operations for Microsoft Office 365 support team.

- Contributed to development and peer review of content for internal wikis used by 27,000 commercial and consumer support agents using VS Code, Markdown, Microsoft Word, and Microsoft Teams.

- Made contact and set meetings with the engineering leads and product managers associated with the part of the Microsoft 365 consumer and commercial operations team to ask all the questions necessary to document the subject.

- Left because of COVID-19 pandemic.

Contract Technical Writer at Premera

AIM Consulting (aimconsulting.com) Bothell, WA.

April 2019 - December 2019

- Produced a set of 50 process documents for a workforce administration team's enterprise software suite and Visual Basic, SQL Server, SQL Stored Procedures and ETL processes.

- Met with subject experts to identify business objectives with sensitivity to differences in needs across various groups.

- Used project management experience to work on tasks for researching, writing, and editing documents while providing project updates to key stakeholders.

Technical Services Manager for Speedtest Custom

Ookla (Speedtest.net) Seattle, WA.

April 2017 - December 2018

- Led a small remote team responsible for pre-sales, onboarding, billing, and support for Speedtest Custom and Speedtest Host infrastructure clients on topics of HTML5, CSS, JavaScript, PHP, SQL, Linux, HTTP, SSL/TLS.

- Developed and optimized customer success process strategies used in Salesforce, JIRA, and Zendesk.

- Built custom support enhancements for a support team using Zendesk, Salesforce, and custom Ookla API with Javascript, Vue, HTML, CSS.

- Achieved $3mil in annual sales by managing 1200 accounts licensed for a JavaScript product designed for global ISPs, data centers, equipment manufacturers, and market vendors interested in client/server network performance testing.

Product Manager II / Technical Support Supervisor

NinjaTrader (ninjatrader.com) Denver, CO.

May 2010 - June 2016

- Collaborated with Director of Product Management to drive the product life cycle for a team of 5 developers during a major rewrite and product launch of a developer-friendly desktop application for day trading built using .NET and C#.

- Researched root cause analysis and provided customer technical support of critical bugs while offering confident recommendations for process improvements on topics of C# and WPF and developer best practices.

- Composed release notes for various release management milestones (14 beta, 2 release candidates, and 1 major release version) while prioritizing website updates for consumer-focused technical documentation.

- Defined and prioritized product cases for the development roadmap by documenting specifications, creating and assigning tasks in JIRA, and establishing targets and outcomes.

- Developed standard operating procedures for the customer success team's technical support representatives.

- Communicated informational changes in software updates, known issues and troubleshooting, and major milestones to a team of support representatives.

Technical Support Supervisor

Falcon Trading Systems (tradingcomputers.com) Laramie, WY.

May 2007 - May 2010

- Managed a team of five customer service representatives providing technical support to financial brokers and hedge funds through email, phone, and chat.

- Developed how-to tutorials, troubleshooting guides, and on-boarding processes for new customers and technical support staff on topics of high-frequency trading and PC performance.

- Deployed the company's first knowledge base using MediaWiki and Wiki text.

Skills

> Knowledge of CRM tools associated with client facing operations and CMS solutions for website development using static HTML generators.

- Technical Writing for Engineers, Product Managers, and Customer Success teams.

- Capacity to understand products with complex topics and improving processes between users and developers.

- Knowledge of leading work methodologies and resources for cross-platform support, QA, and development.

Technical Writing

Audience analysis | Coding | Content Management | Data analysis | English grammar | Operating systems | Organizational skills | Programming languages | Project management | Proposals | SOPs (standard operating procedures) | Software Documentation | Style guides | Technical manuals

Product Management

Customer Success | Feature specifications | Kanban | Microcopy | Problem solving | Release Management | Roadmap | Software Documentation | UX Strategy

Web Development

CSS | Gatsby | Git | GitHub | Gridsome | HTML | JAMStack | JavaScript | Markdown | React | VSCode | Vue.js

IT Administration

Confluence | Ghost | HelpSpot | JIRA | Notion | OoklaServer | TCP/IP | Trello | Zendesk

Portfolio

> Collections of technical writing, work examples, and creative work

- **Work portfolio:** matthewhendricks.net/work

- **Social:** linkedin.com/in/watthem

- **Code:** github.com/watthem

- **Writing:** medium.com/@thoughtabout

- **CSS:** codepen.io/watthem