

William J. Gabor

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Senior Technical Writer / Technical Writer

Results-driven technical writer, adept at managing comprehensive documentation processes and producing high-quality content for software products. Demonstrated expertise in Agile methodologies, collaboration with global teams, and using tools like Git, Markdown, and JIRA. Proven ability to deliver clear, consistent, and user-friendly documentation, enhancing user experience and ensuring accuracy. Consistently achieves high productivity and stakeholder satisfaction by collaborating with cross-functional teams and international SMEs. Core skills include:

- Technical Writing / Editing
- Software Product Documentation
- Accessibility & Localization Standards
- Style Guide Implementation
- API Documentation
- Stakeholder Management
- Requirements Gathering
- Version Control Systems
- Topic-based Authoring
- Agile Methodologies / Jira
- User Interface Analysis
- Technical Concept Translation

Tools & Software: *XIS (XML-based authoring tool) | Adobe Acrobat | HTML | XML | Snagit | FullShot | Git | GitHub | Visual Studio Code | Jira | API Documentation | SharePoint | Acrolinx | RoboHelp | MS Office Suite | Markdown*

PROFESSIONAL EXPERIENCE

Cisco Systems Inc.

Apr 2022 – Apr 2024

Business Architect / Senior Technical Writer | Raleigh, NC

- Led end-to-end development of internal and external monthly release notes, keeping customers and stakeholders informed about new features and functionalities.
- Partnered with diverse team of **7+ global Subject Matter Experts** (SMEs) and Engineering Product Managers; gathered requirements and validated release note content, optimizing communication assuring accuracy.
- Consistently achieved high productivity by delivering **10 features and 6 documents for each release**, displaying efficiency and reliability.
- Managed the documentation process using Agile methodologies within Jira, leveraging Kanban boards and team dashboards to oversee features, stories, tasks, and defects.
- Participated in sprint demonstrations to gain in-depth understanding of emerging software features and address any uncertainties.
- Conducted thorough evaluation of style guide and proposed key modifications to boost clarity and accessibility.
- Enhanced API documentation by editing and updating content using Markdown, GitHub, and Visual Studio Code, maximizing user experience.

SAS

Dec 2010 – Oct 2021

Technical Writer | Cary, NC

- Drove development of extensive fraud and anti-money laundering documentation, including User Guides, Getting Started Guides, Administration Guides, and Installation Guides for various redesigns of a SaaS fraud application, prioritizing clarity, user-friendliness, and alignment with the company's goals and strategic objectives.
- Established of documentation workflows for the new Help Center, orchestrating transition for the first application to leverage it and resolving implementation challenges by collaborating with cross-functional teams.
- Directed entire documentation lifecycle of new SaaS real-time screening product, from inception to finalization of user guide, administration guide, rule builder guide, and installation guide; incorporated feedback to ensure completeness and accuracy.
- Partnered with international R&D teams to develop backup and restore documentation for a new software product.
- Served as a member of the Accessibility team, providing instructions and guidelines to writers for creating more accessible documentation.

CSC/Excel Management Systems

Mar 2010 – Oct 2010

Technical Writer | EPA

- Crafted detailed System Design, Configuration Management, and Quality Assurance documentation for EPA's Web 2.0 project using a Wiki platform to ensure accessibility and easy updates.
- Designed and implemented process flow charts for creating and applying for a wiki, enhancing user understanding and interaction; successfully integrated these resources into the wiki for streamlined operations.
- Constructed a MS Access database from existing Excel data; developed queries and forms to enable effective data manipulation and user interaction.
- Generated weekly Forward Schedule of Change and National Computer Timeline reports, providing EPA Directors with crucial insights into upcoming system changes and software deployment schedules.

EDUCATION, CREDENTIALS & AWARDS

Bachelor of Arts (BA) in Journalism | Penn State University | State College, PA

Awards: Achievement Award (3) | Cisco Systems, Inc.