William J. Gabor

Raleigh, NC | (919) 609 1031 | b_gab12@yahoo.com | linkedin.com/in/billgabor/

Technical Writer | Documentation Manager | Content Developer

Multi-faceted technical writer experienced in managing high-stakes documentation projects and bringing value to customers. Creates high-quality documentation to ensure business goals, "big picture" objectives, and stakeholder perspectives are aligned. Skilled in professional writing, research, and project management with expertise in content creation and management technologies. Maintains comprehensive libraries of procedural information to ensure accuracy and compliance with regulatory requirements. Core skills include:

- Technical Writing / Editing
- Technical Documentation
- Requirements Gathering
- SCRUM / Agile
- Software Product Documentation
- API Documentation
- Version Control Systems
- User Interface Analysis
- Accessibility & Localization Standards
- Stakeholder Management
- Topic-based Authoring
- 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*

PROFESSIONAL EXPERIENCE

Cisco Systems Inc.   **Apr 2022 – Apr 2024**
Senior Technical Writer | Raleigh, NC

- Spearheaded end-to-end development of 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 and ensuring accuracy.
- Delivered **10 features and 6 documents for each release**, displaying efficiency and reliability.
- Managed Agile documentation process 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 enhancements to enhance clarity and accessibility.
- Enhanced API documentation by editing and updating content using Markdown, GitHub, and Visual Studio Code, improving user experience.
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SAS   **Dec 2010 – Oct 2021**
Technical Writer | Cary, NC

- Drove development of extensive documentation, including User Guides, Getting Started Guides, Administration Guides, and Installation Guides for various redesigns of a SaaS fraud application, prioritizing clarity, and user-friendliness.
- Initiated establishment of documentation workflows for the new Help Center, orchestrating transition for the first application to use 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.
- Directed documentation projects for two SaaS Fraud applications, leading entire documentation process and ensuring goals alignment.

EDUCATION, CREDENTIALS & AWARDS

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

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