

Chuck Martin

San Francisco CA

<http://chuck.martin.name/portfolio/>

415-519-3561

twriter@sonic.net

Summary of Qualifications

- Senior-level Technical Writer with Bachelor of Science in Technical Communication, 18+ years of experience.
- I develop online help, printed/PDF documentation, & UI text for Windows, Mac, Java, web applications & hardware.
- I write content for “end users,” administrators, installers, & anyone who needs clear, correct, concise, and comprehensive information to accomplish their tasks and reach their goals.
- I have experience with RoboHelp, FrameMaker, Acrobat, Word, InDesign, & other documentation development tools.

Recent & Featured Professional Experience

Sr. Technical Writer **Model N, Redwood Shores, CA** **Jun. 2011 to present**

- Developed procedural, conceptual, and reference content in FrameMaker as part of large PDF-format document set for enterprise-level suite of web applications. Added new API content pages to HTML Help system for application developers. Took ownership for all UI content (labels, button text, embedded content and messaging, error messages, etc.) in my development team’s areas.

UI Text Writer **HP, Palo Alto, CA** **Jun. 2011 to Aug. 2011**

- Revised computer setup wizard UI text, making it clearer and consistent, less jargony, less wordy, and friendlier. Suggested content layout to make workflow clear.

Technical Writer **Obscura Digital, San Francisco, CA** **Dec. 2010 to Jan. 2011**

- Developed hardware/software user and maintenance guide for unique data-driven multimedia installation.

Sr. Information Designer **Intuit, Mountain View, CA** **Feb. 2006 to Aug. 2009**

- Designed and coded (in some cases hand coded) conceptual, task, and contextual HTML-based online help topics for new and updated QuickBooks features. Coded conditional content for different software versions. Created CSS and JavaScript code to improve user experience with help. Created UI text for new features.
- Updated content for administrators to install and configure QuickBooks on a network.
- Created and iterated UI design ideas with experience designers and other team members. Participated in usability testing and developed design ideas based on user feedback. Used bug-tracking and source-control software as part of work processes.
- Created planning documents to estimate/manage work. Participated in team’s TSP planning and daily scrum meetings.
- Created and updated knowledgebase articles using web-based content management software.
- Helped co-workers with technical and workflow issues as Tech Lead. Implemented ideas for workflow improvement.

Senior Technical Writer **Rivio/CPA2Biz, Santa Clara, CA** **Jan. 2001 to Aug. 2002**

- Developed and maintained a task-based HTML-based help system for web-based application to manage small business back-end operations, gathering information from requirements documents, use cases, programmers, and using and testing the application. Wrote both task and conceptual topics in standards-based XHTML and coded content to be role-specific. Maintained context-sensitive links between application and help system and rewrote some of the JavaScript code in the links.
- Wrote and updated a 200-page Setup & Configuration Guide and created output with appropriate links and bookmarks in Adobe Acrobat format. Created documentation plans and estimated resources.
- Provided input on application usability and interaction design, both working one-on-one with UI designers and in formal design meetings. Worked on usability testing, including facilitating tests.

Technical Writer **FWB, Inc./FWB Software, Menlo Park, CA** **Feb. 1995 to Mar. 1997**

- Wrote, designed, and edited online help and print documentation, some recognized for its excellence in magazine product reviews, for highly rated Windows and Macintosh utility software and high-performance RAID and other storage solution hardware. Managed documentation projects for multiple applications. Single-sourced content for applications designed for both Windows and Macintosh.
- Designed and reviewed user interfaces for utility applications.

Skills Profile

- Technologies: Windows Help, HTML-based Help, HTML Help, Oracle Help for Java, QuickHelp (Mac), UI text, UI design/user experience development of desktop and web-based (SaaS) applications
- Tools: Adobe FrameMaker, Adobe RoboHelp, Adobe Dreamweaver, HomeSite, Microsoft Office, Paint Shop Pro, Adobe InDesign, WebWorks Publisher, Snagit, Perforce, TeamTrack, agile/SCRUM
- Languages: HTML/XHTML, CSS, JavaScript, PHP, Visual Basic, WordBasic, Java, C, SQL/MySQL
- Platforms: Windows, MacOS, web, mobile, UNIX/Linux

Education

University of Washington **Seattle, WA**

Bachelor of Science, Technical Communication

City College of SF, DeAnza Community College, company training

CCSF: Java Programming (1998), Visual Basic (1998), Advanced Internet (1999), General Psychology (1999), Introduction to UNIX (2000), Multimedia Content & Form (2001), Developing Web Sites in Dreamweaver (2003), Advanced Internet (2004), Visual Basic .NET with Database (2004), JavaScript (2007), iPhone Programming (2010), Software Engineering (2011)

DeAnza: JavaScript (2001), Visual Basic I (2002), Visual Basic II (2002)

Company training: Oracle: SQL & PL/SQL; IBM: C Programming, BookMaster, Visual Literacy

Conferences/Seminars

WritersUA Conference for Software User Assistance

Seattle/San Diego/Santa Clara/Los Angeles/Las Vegas/Long Beach

1993-2011

- Presented: "A Java Primer for Help Authors," 1999; "Online Communities That Work for Technical Communicators," 2004
- Wrote, edited, took photos for, and produced daily 2- to 4-page conference newsletter, 1997-2011

Edward Tufte's Visualizing Information

San Francisco

2004

Comtec 2003

Paris, France

2003

Web Help JumpStart Conference

Boston, MA

2002

Help University Conference

Dallas, TX

1999

Professional Memberships

Society for Technical Communication, Senior Member, San Francisco chapter