CM

CHUCK MARTIN

Technical Writer/Content Engineer | chuck.martin.name/portfolio/
Creating better user experiences by creating better content experiences

My Job

This is my résumé for general consumption. It summarizes my skills and experience.

My Skills

Core Competencies: Topic-based authoring, information typing (the "IT" in DITA), content strategy, topic and content patterns, structured writing, minimalism, content reuse, user-centered design & development

Tools: Madcap Flare, ProProfs Knowledgebase, Adobe FrameMaker, Adobe RoboHelp, Atlassian Confluence (wiki), Adobe Dreamweaver, WebWorks Publisher, HomeSite, Microsoft Word, Paint Shop Pro, Adobe InDesign, Skitch, SnagIt, Jira, Perforce, TeamTrack, Notepad++, XML Notepad, Agile/SCRUM

Technologies: Windows Help, HTML/web Help, Oracle Help for Java, QuickHelp (Mac), UI text, user interface/experience design, desktop/web-based (SaaS) application development

My Qualifications

- Bachelor of Science in Technical Communication, University of Washington
- Content development for novices to ninjas
- Tool proficiency from command line to CMS
- Knowledge of user-centered design, information typing, content patterns and reuse, topic-based authoring

My Experience

Technical Writer • Agari • May 2018 – present
Developed admin/user guides in MadCap Flare for internal and external users of suite of SaaS email security products. Designed PDF and online help layouts. Created single content repository and connected it to GitHub for source control. Used conditional content to produce output for both company and partner products. Managed tasks with Jira Kanban board.

Technical Writer • Google • Jan 2018 – Feb 2018
Developed an accessibility help center for internal employees. Fixed documentation bugs on team members' backlogs.

Technical Writer • Apttus • Nov 2017 – Jan 2018
Developed new content and revised existing content (written by engineers), including installation and configuration (onboarding) content, security content, and app tool content in Confluence wiki for administrators and business operations audiences. Created ERDs.

Technical Writer • ItsOn • Mar 2014 – Aug 2017
Developed task, conceptual, reference, and tutorial online help content in ProProfs Knowledgebase for technical, business operations,

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My Reviews

analytics, and support users of SaaS application. Designed topic and content patterns for different types of reader needs. Reused content with snippets and variables. Tested content for validity. Wrote CSS to produce branded topics and well-formatted PDF files. Migrated content set from Confluence to HelpIQ. Identified content needs and created Jira tasks to track work.

Responsible for all web (SaaS) app and mobile app UI text, including buttons, labels, titles, and messaging. Found and eliminated duplicate text. Created consistent content patterns to aid in clarity and translation. Worked with UX designers to develop UI content.

Sr. Technical Writer • Aruba Networks • Oct 2012 – Oct 2013

Developed and updated procedural, conceptual, and reference content in MadCap Flare to document new and updated features for ClearPass Policy Manager web-based software that controls WiFi access.

Chunked long topics and reorganized information to identify content that could be reused. Used conditional content to produce output for both company and partner products.

Developed HTML5-based online documentation for ClearPass WorkSpace, a new web-based mobile device management product.

Sr. Technical Writer • Model N • Jul 2011 – Aug 2012

Developed content in FrameMaker for enterprise-level suite of web applications. Added API content pages to HTML Help system for developers. Created entity relationship diagram (ERD) documents for specific product areas. Managed all UI content.

Re-architected existing content, driving topic-based development and using audience and content analysis to eliminate redundancy, and to make the language simpler, more straightforward, and directed toward the specific user types.

UI Text Writer • Hewlett-Packard • Jun 2011 – Aug 2011

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

Technical Writer • Obscura Digital • Dec 2010 – Jan 2011

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

Sr. Information Designer • Intuit • Feb 2006 – Aug 2009

Designed and coded conceptual, task, and contextual HTML-based online help topics for new and updated online banking features in

QuickBooks. 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 XD team members. Participated in usability testing and developed design ideas based on user feedback.

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.

Technical Writer/Information Designer • Mar 1992 – Feb 2006

Aurora Networks	Rivio/CPA2Biz	Oracle
manageStar	WetFeet.com	Evolve Software
Timogen Systems	Electronics for Imaging	Seeker Software
Project InVision	SERENA Software	Red Pepper Software
Droisys	Thinkfree.com	FWB/FWB Software
Snap Appliance	Techbargains.com	IBM
Ordinate	Impresse Corporation	WinWriters

My Education

University of Washington
Bachelor of Science, Technical Communication

Relevant classes:

- Computer Science I
- Computer Science II
- Introduction to Technical Writing
- Introduction to Digital Systems & Computers
- Computer Organization & Operation
- Scientific & Technical Communication
- Data Structures
- Introduction to Engineering Graphics
- Computers in Technical Communication
- Style in Technical Writing
- Basic Statistics with Application (Engineering Section)
- Technical Editing
- Production Editing
- Cultural Interactions
- Research in Technical Writing
- Computer Documentation
- User Interface Design
- Introduction to Microprocessors
- Computer Design
- Publication Project Management
- Technology Assessment

City College Of San Francisco, Deanza Community College (Cupertino), Company Training, STC

City College of San Francisco: 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), PHP Programming (2012), Intermediate HTML & CSS (2012), Mobile Web w/ HTML, CSS, & JavaScript (2012), Technology of Smartphones and Mobile Devices (2014), Beginning iPhone Programming (2016), Programming Techniques for XML (2017), Python Programming (2018), XML and JSON (2018)

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

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

API Documentation Workshop (STC Silicon Valley chapter), 2014

My Conferences/Seminars

WritersUA Conference for Software User Assistance • Seattle/San Diego/Santa Clara/Los Angeles/Las Vegas/Palm Springs/Long Beach/Portland/Memphis/Newport • 1993 – 2014
Presented:
- "A Java Primer for Help Authors," 1999
- "Online Communities That Work for Technical Communicators," 2004

Wrote, edited, took photos for, and produced daily conference newsletter, 1997-2012

Live blogged from conference sessions, 2010-14

LavaCon Conference on Digital Media and Content Strategy • Portland • 2012 – 2013
Wrote, edited, took photos for, and produced daily conference newsletter, 2012-13

Live blogged from conference sessions, 2012-13

tccamp unconference • Santa Clara • 2013 – 2018
Led discussion session on topic of "Content vs. Document", 2014

Edward Tufte's Visualizing Information • San Francisco • 2004
Comtec 2003 • Paris • 2003
Web Help JumpStart Conference • Boston • 2002
Help University Conference • Dallas • 1999