

Will Harris – Technical Writer

I am skilled in writing highly technical documentation for complex applications, operating systems, hardware, software, and processes. I have extensive experience documenting software for end-users and administrators and writing API and developer documentation including programming tutorials. My background includes providing user guides and online help, administration and integration guides, and programmer-engineering level documentation. I have excellent written and verbal communication skills and I enjoy working in a team-oriented environment. I quickly learn new technologies and new projects and have a hands-on exploratory attitude when learning complex software and technologies.

I have a demonstrated ability to work independently on multiple projects. I work well under pressure and am committed to meeting strict deadlines while conforming to defined writing styles and documentation standards including the Microsoft Style Guide (MSTP), Simplified Technical English (ASD-STE100) and ADA (Section 508) compliance requirements. I have advanced study in document usability and design and user interface design. I am proficient in a wide variety of desktop-publishing, photo editing, and multimedia tools.

TECHNICAL WRITING SKILLS

- Technical Writing and Editing
- Document Template Design
- UI Review and Standardization
- Design and Implementation of Documentation Libraries

INDUSTRIES

- Software Development
- Network Hardware
- IT for Pharmacy Operations
- Industrial Manufacturing

PROFESSIONAL EXPERIENCE

Omax Corporation

Technical Writer

Kent, WA | 01/2021 - Present

- Documented computer-integrated manufacturing processes and machine operation using proprietary software applications including Omax IntelliMAX Software Suite, IntellCAM, and the Layout and Make machine cutting and design utilities.
- Authored and organized content in MadCap Flare as a single-source tool for online and PDF output. Used Apache Subversion for revision control.
- Omax is a premier waterjet cutting machine manufacturer with global sales.

Applied Technical Services

Technical Writer

Kirkland, WA | 04/2018 - 08/2019

- Implemented and managed the documentation creation project at a new manufacturing production facility.
- Documented procedures associated with the operation, maintenance, and administration of machinery, processes, systems, and facilities.
- Authored ISO and quality control documentation and validated correct use of OSHA and Washington Labor and Industries requirements.
- Applied Technical Services is partnered with Valve Corporation, a video game developer and creator of virtual reality technologies sold through the Steam distribution service.

WatchGuard Technologies

Technical Writer

Seattle, WA | 07/2017 - 02/2018

- Documented new features and functionality for firewall hardware, unified threat management (UTM) appliances, enterprise network security, and network intelligence products and services designed for small and midsize businesses.
- Performed UI scrubs on the network configuration utility and the Cloud-based network management dashboards.
- Authoring tools included MadCap Flare for online publication, FrameMaker for hardware guides. Used Perforce for version control and Jira for issue tracking.
- WatchGuard Technologies is a cyber-security company providing hardware, software, and cloud-based management tools.

Costco Wholesale Corporation

Technical Writer

Issaquah, WA | 03/2016 - 07/2017

- Major modernization project of the information systems and software for the Global Health Services division.
- Authored a wide variety of documentation including user guides for pharmacists, data conversion processes, and disaster recovery plans for multiple Oracle databases and software applications on Linux platforms.
- Developed a Wiki-based documentation library for the Global Health Services division and standardized their documentation.
- Costco Global Health Services division supports all 480 pharmacy departments in Costco warehouses nationally.

Oracle, Inc.

Principal Technical Writer

Bellevue, WA | 12/2006 - 09/2015

- Authored user guides and online help, administration and integration guides, computer programming guides, and SDK/API documentation for software products.
- Authored documentation requiring knowledge of technologies employing Java, JSP, JavaScript, JQuery, and Web Services technologies.
- Participated in Scrum teams using Agile development methodology promoting collaboration between self-organizing and cross-functional teams.
- Administration-level experience with IBM WebSphere, Oracle WebCenter, and WebLogic Application servers. Experience working with Linux, Markup, GIT, Eclipse, the Oracle JDeveloper development environment, and Oracle database.

PUBLICATION TOOLS

Desktop Publishing

- Adobe FrameMaker and Structured FrameMaker, Adobe PageMaker, Adobe Acrobat, Adobe Exchange, Microsoft Word, Microsoft Publisher, Microsoft Excel, PTC ArborText with DITA Open Toolkit, Abortext Publication Manager, ArborText Adept Editor, WebWorks ePublisher, QuarkXPress, MadCap Flare

Web Help Authoring and Multimedia Development

- Microsoft FrontPage, MacroMedia Dreamweaver, MacroMedia Director, HTMLHelp, WebHelp, JavaHelp, BlueSky RoboHelp and RoboHTML, HotDog Professional Webmaster Suite, HomeSite, Auscomp 1st Java Navigator, Jasc Animation Shop, Avid Cinema, TechSmith Camtasia for video/screencast production

Photographic Editing and Drawing Tools

- Adobe PhotoShop, Jasc Paint Shop Pro, Visio Technical & Professional, Microsoft Photo Editor, Corel PhotoPaint, CorelDraw, Xana3D, SnagIt Editor, ShareX, Solidworks Composer

EDUCATION

Metropolitan State University (*Minnesota State Colleges and Universities*)

- Master of Science in Technical Communications
- Bachelor of Arts in Technical Communications

Seattle Central College

- Object Oriented Programming in Java
- Introduction to JavaScript & JQuery

Technical Training and Workshops

- MadCap Flare Intermediate Training
- Solidworks Composer Training
- Oracle WebCenter Portal 11g: Spaces Administration
- Oracle WebCenter Sites for Developers
- WebLogic Portal: Developing Enterprise Portals
- J2EE Java for Enterprise Systems Development