

Profile

A Technical Writer with over 15 years of experience writing both user manuals and technical training programs, including 4 years as a manager in two different companies. A seasoned communicator with both sales experience and excellent interpersonal skills; experience working with cross-functional teams including engineering, support, training, and marketing to identify and achieve common goals, and meet deadlines. A self-manager who quickly gathers source material, learns new hardware and software products and writes from specs, design documents, or interviews with SMEs. A quick learner of new development tools and processes, including Perforce, AGILE, Bugzilla, and JIRA.

Writing Experience

Chief Technical Writer and Editor - Technical Writing

Nov 2009 – Current

EMC - Kazeon

Santa Clara, CA

Managed team to create all technical documentation for the EMC SourceOne eDiscovery – Kazeon product, a distributed Hadoop-like Big Data suite, which is capable of scaling to multi-node clusters to identify and initiate full document indexing, metadata indexing, and data extraction for file systems as large as Petabytes.

- Total responsibility for development and maintenance of all customer-facing documentation for the eDiscovery and Information Management search and file management tool.
- Used Perforce and FrameMaker to maintain all 25 Kazeon User Guides as well as Release Notes and on-line manual library. Documentation updates based on verbal and written engineering information including email, functional and design specs, and bug reports.
- User Guide testing included setting up and maintaining functional instances of the Kazeon cluster, and Windows server-based hosts for all connector options in order to test all installation, maintenance, and operational aspects of the product instructions.
- Product awards include Gartner “Positive” ’08, ’09, ’10, & ’11, KMWorld Trend Setting Product Award ’08 & ’09 & Top 100 Companies in Knowledge Management ’08, ’09, TiE 50 Top Startups ’09, & Socha-Gelbmann “Top Providers.”

Senior Technical Writer - Technical Writing

Jan 2006 – Nov 2009

Worked for the International Consulting Group: *Contracted my services to:*

San Jose, CA

- **Kazeon:** Total responsibility for all Kazeon product documentation, converted to full-time employee in 2009, see experience listing immediately above for details.
- **Intransa:** Updated on-line help files using RoboHelp for Network Storage product.
- **Apple Computer:** Revised AppleCare iPod FAQs, Help pages, and Knowledge Base articles for 2007 product updates. Wrote initial AppleCare iKnow Authoring User Guide for AppleCare group. Revised Apple Computer Support Site pages to update legacy product data sheets to new style sheets. Wrote short How-to web articles (Tips and Tricks / Quick Assist) for Apple Computer Support pages.
- **Luxtron:** Wrote ThermAsset2 Installation and User Guide (industrial transformer heating controls).
- Services to other companies too numerous to list (but available on request) including:
 - Custom FrameMaker templates for new manuals, or conversion of Word documents to FrameMaker
 - Conversion of Word-based SME input to FrameMaker books
 - Graphics including charts, diagrams, photo corrections, and Quicktime 3D and VR movies
 - White papers on emerging products

Technical Writer - Technical Writing

Apr 2005 – Dec 2005

VeriSign Inc.

Mountain View, CA

- Updated the Active Message Continuity and Message Archive System email product user manuals to new FrameMaker style guides, documented new features, and updated screenshots to latest user interface.
- Revised FrameMaker and RoboHelp files for Digital Brand Manger (DBM) web portal user manual and help systems. Products required revision for new features during upgrade to version 8.0.
- Developed online DBM tutorial series detailing new and existing features using HTML and JavaScript.
- Aided writers behind schedule in editing and producing review candidates for VeriSign Payment Services (VPS) manuals and VeriSign Security Services – Email Security Services (VSS-ESS) manuals. FrameMaker 6.0, 7.1, and Acrobat/Distiller 7.0.

Instructional Designer

Aug 2004 – Oct 2004

Jeff Cotton Trainings

Petaluma, CA

- Contracted to the US Coast Guard.
- Wrote training design plans and job-aides for web-based self-paced study programs preparing Yeoman 3rd class for office administration and managing personnel and HR benefits.

Instructional Video Developer

Jan 2002 – Dec 2004

Pixel Corps (PXC)

San Francisco, CA

- Wrote training programs to teach PXC members to use 3D animation and special effects tools such as RealViz's ImageModeler, and Maxon's Cinema 4D, and BodyPaint.
- Wrote scripts for the accompanying training videos and tested all exercise files.
- Managed the Training Research and Development Team.
- Developed hard surface animation modeling for the MiniWorld team as Senior Artisan.

Manager of Technical Publications

Apr 1997 – Mar 2002

ThermaWave, Inc.

Fremont, CA

- Managed a team of 4 technical writers and 4 contractors.
- Responsible for the development and maintenance of all User, Service, Installation, Maintenance, Installation, and Facilities documentation for a variety of vapor-deposition and metrology QA tools.
- Wrote scripts for and produced service and installation training videos delivered to both customer and internal support personnel.

Software Skills and Tools

PERFORCE: P4Win, TECHSMITH: Snagit 10

ADOBE: FrameMaker, Acrobat, PhotoShop, Illustrator, InDesign, DreamWeaver, RoboHelp

MICROSOFT: Word, Excel, PowerPoint

DIGITAL VIDEO: Apple QuickTime

Education

Associates Degree, Technical Writing and Communications, DeAnza College

Cupertino, CA

MBA, Honors, Management, Western Michigan University

Kalamazoo, MI

BS, Cum Laude, Psychology, Western Michigan University

Kalamazoo, MI

Web Developers Certificate, SJSU Professional Development

San Jose, CA

PBET Certificate (Performance Based Equipment Training), SEMATECH

Austin, TX

Professional Organizations

Member of the Society for Technical Communications.

Member of LinkedIn.com, profile viewable at: <http://www.linkedin.com/in/thomalanwalker>.

Writing Samples Available

<http://www.NextWildIdea.com>