

# John C. Catlin

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1 Shadow Brook Ln, Apt E, Smithfield, RI 02917

[rockfishwriting@gmail.com](mailto:rockfishwriting@gmail.com)

## SUMMARY

*I bridge development and users, creating answers for internal and external readers.*

A customer-driven thinker and efficiency problem-solver with extensive product and research experience that produces what is best for readers/users and support, with clear, concise explanations through words and illustrations.

- Proven expertise
- Project management
- Proven leadership & mentoring
- Contributor to *esprit de corps* and morale
- Effective collaboration with subject matter experts
- Top Secret clearance (not current)

*Technical skills:* WebHelp (MadCap Flare); print and PDF documentation (Adobe FrameMaker or MS Word); illustration design (MS Visio); web site design (HTML, PHP, WordPress); Windows, OS/X platforms; MS Office

## EDUCATION

### B.S. Computer Science

Northeastern University, Boston, MA

Graduated 1986

*Additional coursework:* Introduction to MadCap Flare, FrameMaker to Flare, New Approach to WebHelp Targets, The Power of Scripts in HTML5 Output, The Future of Tech Comm, Flare and Responsive Design

## INDUSTRY EXPERIENCE

### Rockfish Writing, Smithfield, RI

2005–Present

*My company provides web design, consultant technical writing services, and voiceovers.*

- Web Master — Developer and architect for small businesses and non-profits  
*Accomplishments:*
  - Expanded expertise to include WordPress sites and PHP designs.
  - Presently creating and maintaining new sites for several customers.
- Consultant — Technical writer for small software businesses, editor/publisher for authors  
*Accomplishments:*
  - Improved existing documentation templates for better readability, edited text and recreated illustrations.
- Ghostwriter, Publisher — Liaison between authors and publishing houses  
*Accomplishments:*
  - Designed the front and back covers, exceeding author's expectations.
  - Developed book layout with the author, providing expert advice on the template design.
  - Provided covers and content to publishing house according to their specifications.

### The Computer Merchant, Ltd, Norwell, MA

June–December, 2015

*TCM is a national provider of technology staffing services and workforce solutions.*

- Contractor — Technical writer  
*Accomplishments:*
  - Improved Word template, converted 100+ Word & Excel files to new template, exceeded expectations.

### MPAY, Inc., Waltham, MA

2007–2015

*MPAY is a payroll software provider and service bureau.*

- Senior Technical Writer – first and sole tech writer; WebHelp developer, content architect  
*Accomplishments:*
  - Developed this role, FrameMaker templates, and file organization for any new hires that may follow.
  - Established and designed the corporate Word and PowerPoint templates.
  - Created 183 new PDF documents; maintained the library to stay up-to-date.
  - Successfully campaigned to convert PDF documents to WebHelp, making the text accessible to *all* clients and users, as well as the support teams.
  - Recognized by MadCap sales & staff for pleasing design and usability of WebHelp: <http://webhelp.mpay.com>

**F.W. Davison & Company, Plymouth, MA****2002–2007**

*Provider of payroll, benefits, and human resources software solutions.*

- Senior Technical Writer – first and sole tech writer; WebHelp developer  
*Accomplishments:* Transitioned entire library of books into a Flare help system for both online and printed publishing. Created PowerPoint presentations for user conferences.

**FullArmor Corporation, Boston, MA****2000–2001**

*Provider of payroll, benefits, and human resources software.*

- Senior Technical Writer – first and sole tech writer; contributor to UI design, icons
  - Published documents for Group Policy and System Policy products on the Windows 2000 servers.
  - Created HTML Help, WinHelp, and Dynamic HTML for supporting help text.
  - Edited and co-wrote marketing white papers.
  - Created corporate fonts, graphics for Marketing and software, and icons for software.

**Exchange Applications, Inc., Boston, MA****1998–2000**

*Provider of payroll, benefits, and human resources software solutions.*

- Senior Technical Writer – one of a team of tech writers  
*Accomplishments:*
  - Served as Project Lead for the Technical Publications team. Met our goals while incorporating new demands and projects given to our team during the development cycle.
  - Drastically improved the organization and usefulness of the *Installation Guide*, as well as online help.
  - Successfully managed the database for Technical Publications team, assigned SCRs to the appropriate writer, and ensured the resolution of reported bugs and publication issues.

**Excel, Inc., Hyannis, MA****1996–1998**

*Manufacturer of telecommunications switches that helped launch worldwide cell phone use.*

- Senior Technical Writer – one of a team of tech writers  
*Accomplishments:* Researched products and technology for creating CD-ROMs to distribute user documentation; produced CD-ROM premasters. Conceived and managed project from start to finish (new technology at the time).

**Software 2000, Inc., Hyannis, MA****1990–1996**

*Provider of payroll, benefits, human resources, and other business software solutions.*

- Technical Writer – one of a team of tech writers  
*Accomplishments:* Developed and maintained several Lotus Notes databases; improved their speed and size by 30%. Wrote company standards for producing help text for the AS/400.

**United States Navy, Norfolk, VA****1986–1990**

*USS Charleston (LKA 113). Division Officer School, Steam Engineering School, SNAP II training, Navigation training. Administrative Officer, Main Propulsion Assistant, Ship's Navigator (and CMS Custodian).*

Required Secret, later Top Secret, security clearance.

*Accomplishments:*

- Drastically improved and reorganized cryptographic materials vault. Inspectors wrote it was the best account of all the ships in Norfolk (world's largest naval base).
- Administered newly-installed shipboard database system. Successfully trained all personnel in two weeks.
- Managed three divisions. Held duty positions directly responsible to the Commanding Officer.
- Awarded two Navy Achievement Medals. Early promotion to Lieutenant (O-3).

**OTHER INTERESTS**

Video production, voiceovers, web design, music, public speaking, writing

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