

# John C. Catlin

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## 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, images, and UX/IA.

- 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); UX design/IA; 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

<http://www.rockfishwriting.com>

2005–Present

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

- Consultant — *Technical writer for various businesses, editor/publisher for authors*
  - Improved existing documentation templates for better readability, edited text and recreated illustrations.
- Web Master — *Developer and architect for small businesses and non-profits*
  - Expanded expertise to include WordPress sites and PHP designs.
  - Presently creating and maintaining new sites for several customers.
- Ghostwriter, Publisher — *Liaison between authors and publishing houses*
  - 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.

### Citizens Bank, Cranston, RI

June–November 2015

*Technology Services is a hardware/software support system for the staff of the bank and operations.*

- Contractor — *Technical Writer*
  - Improved corporate Word template for procedures.
  - Create new procedures, including flowcharts, through interviews of staff members.
  - Converted 100+ existing Word & Excel files to the new template.
  - Created training files.

### 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*
  - 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 everyone.
  - Recognized by MadCap staff for the pleasing design and usability of the original WebHelp site: <http://webhelp.mpay.com> (it has since been altered).

## **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*
  - Created new documents and updated existing documents.
  - Created FrameMaker templates for all technical documents. Organized files for any new hires that may follow.
  - 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*
  - 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.
- 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