John C. Catlin

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SUMMARY

I am the bridge between developers and users, creating answers for internal & external readers.

A customer-driven thinker and efficiency problem-solver with extensive product and research experience. A writer that produces the best materials for users with clear, concise explanations through words, images, and user experience.

- Excellent written communication skills
- Excellent use of English grammar & spelling
- Effective collaboration with staff & SMEs

- Excellent verbal communication skills
- Understanding of DoD MIL Standards
- Voiceovers

Technical skills: **Adobe FrameMaker** (structured & unstructured); **Madcap Flare** (WebHelp), RoboHelp; **Microsoft Word**, **Visio**; **Adobe CC** (Photoshop, InDesign); **Visio**; **Arbortext**; UX design; HTML, PHP, web design; databases.

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, Introduction to InDesign; InDesign Essential Training, InDesign Quick Start, Working with Color in InDesign, PDFs from Adobe InDesign

INDUSTRY EXPERIENCE

General Dynamics, Taunton, MA   **March 12, 2018–May 13, 2019–Nov 23, 2019**

Defense Contractor supporting Army projects; full-time after being a contractor for Technical Documentation Services.

- <u>Senior Advanced Technical Writer</u> — *one of a team of tech writers*
  - Managed large project: (1) conversion of all installation guide documents from Word to structured FrameMaker; (2) transition of responsibility for all installation guides to the Technical Publications department; (3) organization that provided immediate—and continuous—improvement. **Recognized by many for outstanding job**.
  - Wrote new/updated existing work packages for 14 documents simultaneously.
  - Updated current technical manuals according to MIL-STDs and customer guidelines.
  - Gained knowledge by interviewing SMEs and developers, and by researching technical documents, flowcharts, and engineering drawings.
  - Translated complex concepts into clear, concise, understandable instructions for users (soldiers).
  - Worked with developers on UX design for greater clarity and ease-of-use.
  - Adhered to company and military writing and formatting standards.
  - Recommended formatting and organizational changes to customer, who accepted all suggestions.
  - Communicated often with technical documentation lead about the state of all projects and installation guides.
  - Worked closely with coworkers as a team for reviews, producing excellent materials, and meeting all deadlines.

Fidelity Investments, Smithfield, RI   **February 16, 2016–December 29, 2017**

Contractor (through Veritude) in Client Experience, the documentation/training materials support for staff and end users.

- <u>Contractor</u> — *Technical Writer & Instructional Designer*
  - Maintained corporate Word and PowerPoint templates.
  - Updated current materials and created new ones, including eLearning, guides, job aids, and flowcharts.
  - Wrote macros for updates to hundreds of documents at a time.

Citizens Bank, Cranston, RI   **May 26–November 25, 2015**

6-month contract (through The Computer Merchant) in Technology Services, the hardware/software support for the bank and operations.

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

MPAY, Inc., Waltham, MA   **April 23, 2007–January 9, 2015**

MPAY is a payroll software provider and service bureau.

- Senior Technical Writer – *first and sole tech writer; WebHelp developer, content architect*
  - Created **FrameMaker**, Word, and PowerPoint templates. Created 183 new documents; maintained library to stay up to date. Designed screen layouts when requested by developers for improved UX.
  - Successfully planned, designed, and implemented **Flare** WebHelp system. Recognized by MadCap staff for design and usability: http://webhelp.mpay.com (it has since been altered but maintains most of the original look & feel).
  - Created stylesheets, graphics, page layouts, snippets, master pages, variables, condition tags, and targets for **MadCap Flare** WebHelp site.

F.W. Davison & Company, Plymouth, MA   **January 2002–January 6, 2003–April 20, 2007**

Provider of payroll, benefits, and human resources software solutions. Full-time after being a contractor.

- Senior Technical Writer – *first and sole tech writer; WebHelp developer*
  - Published all documentation. Created **FrameMaker** templates for all technical documents. Created PowerPoint presentations for user conferences. Organized files for any new hires that may follow.
  - Transitioned entire library of books into a **MadCap Flare** WebHelp system for both online and printed publishing. Designed entire site; defined the use of variable, snippets, and condition tags.

FullArmor Corporation, Boston, MA   **February 21, 2000–August 20, 2001**

Provider of payroll, benefits, and human resources software.

- Senior Technical Writer – *first and sole tech writer; contributor to UI design, icons*

  Accomplishments: Published documents for Group Policy and System Policy products on the Windows 2000 servers using **FrameMaker**. 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   **March 16, 1998–February 18, 2000**

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

- Senior Technical Writer – *one of a team of tech writers*

  Accomplishments: Project Lead for Technical Publications team. Met goals and new demands during the development cycle. Drastically improved organization and usefulness of guides and online help. Successfully designed corporate **FrameMaker** templates; corporate **FrameMaker** expert. Developed online help using **RoboHelp**.

Excel, Inc., Hyannis, MA   **April 22, 1996–March 13, 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. Became corporate **FrameMaker** expert. Conceived & managed projects, start to finish.

Software 2000, Inc., Hyannis, MA   **April 9, 1990–April 19, 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. Designed layouts when requested for better UX.

United States Navy, Norfolk, VA   **February 1, 1986– February 5, 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).

- Organized and managed all cryptographic materials. Held Top Secret security clearance.
- 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

Voiceovers, video production, web design, music, public speaking, writing