

Jeffrey Freeman

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SUMMARY

A technical writer, editor, and instructional designer with over 20 years experience designing/writing/editing electronic (online help, tutorials, PDF files) and print-based end user documentation. Experienced in *MS Word*, *RoboHELP*, *Captivate*, *FrameMaker*, *Visio*, and *Adobe Acrobat*. Current president of San Diego STC chapter.

TECHNICAL SKILLS

Technical Writing: Possess clear/direct writing and communication skills. Use minimalist writing style.

Editing: Copyedited engineers' cell phone hardware documents and aviation/aerospace reports.

Project/Process Management: Managed documentation projects from beginning-to-end by scheduling technical reviews and obtaining final documentation sign-off. Used *Microsoft Project* to create documentation schedules. Represented Business Community regarding training needs and requirements to support products and/or processes. Wrote Vision documents and Project/Process charters.

Training and User Education: Conducted workshops and training on computer software for employees. Taught *Windows*, *Microsoft Word*, *Excel*, *RoboHELP*, *Captivate*, *Microsoft SharePoint*, *OnBase*, and *Salesforce*. Designed and implemented customer usability testing. Wrote *Microsoft PowerPoint* presentations that discuss the importance and benefits of thinking strategically.

Instructional Design: Developed computer-based training for the IBM AS/400 and System/36 computers.

Online Documentation: Wrote electronic user's guides in PDF format and designed/coded HTML online help for Windows and Internet products. Designed and coded animated, interactive, and sound tutorials to train processors and customer service personnel. Wrote project charters, vision documents, and release notes.

Desktop publishing manuals: Prepared printed user's guides and quick reference cards for many software applications such as *NAPA TRACS*, *SQL*, *DB2*, *CASE technology*, and *Online SOI*.

CERTIFICATES AND ACCOMPLISHMENTS

- XML training class using *oxygen* XML editor (2010)
- FrameMaker 8.0 training class including conditional text (2009)
- Web Publishing certificate from UCSD (2002)
- Information Mapping, ISO 9000, *RoboHELP HTML*, *Captivate*, and *FrameMaker* documentation
- Society for Technical Communication (STC) San Diego, President (2009–Present)
- Article on "Embedding Movie Clips in a PDF File" published by Adobe® Systems (2008)
- California Single and Multiple Subject teaching credentials
- Adjunct professor at National University — Department of Writing and Communications (2002–2004)

EXPERIENCE

Qualcomm, Inc. September 2009–May 2010

Senior Technical Writer (Contract position)

- Supported a Qualcomm CDMA technologies' (QCT) technical publications team (AHW) designed to edit and format engineering ASIC (application-specific integrated circuit) documents for hardware.
- Applied Qualcomm style templates, copyedited, technical edited, and proofread *Word 2007*, *FrameMaker*, *Excel*, and *PowerPoint* documents.
- Assisted engineers in writing/editing customer, supplier, and internal documentation including design reviews, application notes, assembly material sets, and reference schematics.
- Used the *Agile* document management system to track jobs, prepare engineering change orders (ECOs), DCNs, and obtain sign-off approval for documentation releases. Archived master copies of documents.

Hamilton Sundstrand January 2009–June 2009

Senior Technical Writer (Contract position)

- Member of a technical writing team designed to write and produce enhanced commercial and military (ITAR) airplane test reports for *The Boeing Company's 787*, *Airbus' A400M*, and *Lockheed Martin's C5* aircraft.
- Peer reviewed the documents of other technical writers to ensure that industry writing guidelines were incorporated. For example, ensured grammar, punctuation, and legal information were correct.

First Advantage CREDCO September 2002–December 2008

Technical Writer

- Wrote and coded HTML help, tutorials, and electronic user's guides for credit reporting and data management products. Used *Visio* to create process flowcharts and project RoadMaps.
- Used effective interpersonal skills to communicate with project managers, business analysts, developers, QA, and IT personnel during the documentation development process.
- Designed and wrote interactive and animated tutorials using *Adobe Captivate*.
- Integrated the online documentation into the company's software products and stand-up classroom training.
- Conducted usability testing and copyediting on the product releases and associated documentation.
- Used *RoboHELP* to create help and *Adobe Acrobat* to create PDF files. Stored files in *ClearCase*.
- Implemented cascading style sheets to enhance the aesthetic appearance of online help topics.

Mainsaver Software/Cayenta, Inc./Titan October 2001–September 2002

Senior Technical Writer

- Researched and wrote documentation that explains how *Mainsaver* fulfills compliance requirements with FDA regulations (21 CFR Part 11).
- Designed and wrote *Windows* help and a 500-page printed user's guide for the Company's *Mainsaver* asset and maintenance management software system. Prepared context-sensitive help.

DataQuick Information Systems June 1997–July 2001

Senior Technical Writer

- Saved DataQuick over \$15,000 a year in printing costs by converting print-based documentation into electronic formats (online help and PDF).
- Used *RoboHELP HTML* to design and write context-sensitive *Windows* and Internet help for using real estate and property data software programs.
- Wrote and updated printed manuals and QuickStarts using *FrameMaker*.
- Wrote GUI specifications for products and conducted usability tests.

Sionix Corporation September 1996–May 1997

Technical Writer

- Wrote and coded online help to document procedures for using the Company's *Windows*-based software.

General Instrument January 1994–September 1996

Technical Writer

- Wrote engineering specifications for *DigiCipher II* (digital satellite) products.
- Designed graphical user interface (GUI) screens for interactive television.
- Created *Word* and *FrameMaker* templates using macros and *Visual Basic* to help Company employees achieve an integrated office environment. These included style templates and online employee review forms.
- Created databases using *Microsoft Access*. Created a change list database to keep track of all revisions to particular specifications. Also created a database of the Company's technical articles.

HONORS AND ACTIVITIES

Conducted Captivate workshop for San Diego Chapter of STC (2008)

Printed Publications Judge for STC Spotlight Awards (2006)

ToastMasters International member for eight years (CTM)

DataQuick Product Excellence Award for Home Value EstimatorSM Internet help (1999)

EDUCATION

San Diego State University — M.A. in Educational Technology, emphasis in Educational Computing

University of San Diego — B.A. History with Honors, California Teaching Credential, "Cum Laude"