

J. CHRIS HARVEY

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SENIOR TECHNICAL WRITER

Solid contributor with a proven track record of success. Highly skilled in all aspects of technical writing, document development, and production, from conceptual design through to the final products delivered to the customer. Successfully managed projects and worked as an effective team contributor to help ensure meeting the project milestones on time and on budget. Major strengths include technical knowledge, writing proficiency, organizing and planning skills, research ability, and a sense of user needs. Reputation as a persistent, focused, fast-learning, hard worker.

SKILLS

- Expert with all phases of document development, including writing publication plans, defining style and format, creating templates, structuring information for online use and navigation, and organizing development and review teams.
- Accomplished with user guides, command references, systems administration guides, installation guides, tutorials, training manuals, and online help.
- Proficient with FrameMaker and XML-based single sourcing using MadCap Flare and SDL LiveContent Architect Publication Manager; experienced with XMetaL, WordPress, Perforce, Confluence, and JIRA.
- Adept with Windows 7 and 8; experienced with iOS, Android, and Linux; highly experienced with UNIX (including C shell, vi, and systems administration).

PROFESSIONAL EXPERIENCE

Senior Technical Writer (contract), Electric Cloud, Inc., San Jose, CA 2016

Writing user guides, API guides, installation guides, and other documents for an enterprise-grade DevOps release automation platform for provisioning, building, and releasing multi-tiered applications.

Senior Technical Writer (contract), Machine Zone, Inc., Palo Alto, CA 2016

Used Confluence to create and update policies and procedures documents for the TechOps organization, which maintains the data center that runs the real-time cloud platform that the company created for its Game of War: Fire Age and Mobile Strike games.

Senior Technical Writer, Electric Cloud, Inc., San Jose, CA 2014–2015

Wrote user guides, configuration guides, and other documents for software that accelerates software builds by distributing tasks to multiple systems on a network. Created a mobile-optimized prototype of the documentation by developing a frameless top-navigation format that is responsive to screen size. Helped establish a system to generate error message documentation from Markdown files and automatically integrate documentation URLs into the error message screen output. Used WordPress to create a blog for a new product. Maintained the documentation website. Participated in several hackathons and shared an award for a hackathon project to improve SEO of the documentation.

Technical Writer (contract), Cloud Automation & Management, HP Software, Sunnyvale, CA 2013–2014

Updated documentation for enterprise-grade software used for provisioning and managing the life cycle of application and infrastructure cloud services and for managing traditional IT delivery.

Senior Technical Writer, Cisco Systems, Inc., Milpitas, CA 2005–2013

Wrote configuration guides and command references for the Cisco IOS operating system for security and other networking technologies on routers and switches for numerous releases and hardware platforms.

- Collaborated with developers, QA, product management, marketing, and editing across business units and geographies. Used a hardware lab to test command syntax, procedures, and examples.
- Helped coordinate the migration of numerous books from FrameMaker to a DITA XML-based authoring and content management system (CMS). Subsequently worked on a team to help other writers migrate their books from this system to another DITA XML-based authoring and content management system that used XMetaL and Astoria On-Demand.

- Helped develop and test processes for creating and publishing manuals in EPUB and MOBI e-book formats for mobile devices. Used the Aldiko, Kindle, and iBooks e-reader apps to test e-books.
- Found the solution for a showstopper bug that prevented Android users from viewing any EPUB-based e-books that reside on cisco.com. Worked with Cisco's website experts to implement the fix for all sites under the cisco.com domain.
- Mentored new India-based writers on Cisco-specific processes, tools, and conventions. Participated in panel-style interviews of candidates.

Technical Writer (contract), Sierra Design Automation, Inc., Santa Clara, CA 2004–2005

Wrote manuals for Pinnacle, which is IC physical design software used by hardware engineers. Created a 420-page command reference from source code metadata in three days in a startup environment.

Technical Writer (contract), Juniper Networks, Inc., Sunnyvale, CA 2004–2005

Created and updated hardware documentation for routers and add-on modules.

Technical Writer (contract), Sierra Design Automation, Inc., Santa Clara, CA 2004

Supported the initial rollout of the company's flagship product (Pinnacle IC physical design software) by creating its first-ever customer documentation.

Technical Writer (contract), Cisco Systems, Inc., Milpitas, CA 2002–2004

Wrote Cisco IOS operating system documentation for routers, switches, and other networking equipment. Responded to customers' issues and inquiries about any Cisco documentation.

Technical Writer (contract), SupportSoft, Inc., Redwood City, CA 2001–2002

Created and updated documentation and online help for infrastructure software that enhances, automates, and personalizes customer support over intranets and the Internet.

Technical Writer (contract), Synopsys, Inc., Sunnyvale, CA 2000–2001

Created a user guide and updated other manuals and WinHelp online help for FPGA Compiler II and FPGA Express, which are electronic design software tools for hardware engineers. Updated manuals and other paper and online documentation for Protocol Compiler. Updated the division's internal website.

OTHER PROFESSIONAL EXPERIENCE

Editor, for Mr. Farzad Nekoogar

Edited Digital Control Using Digital Signal Processing (a Prentice-Hall graduate-level textbook).

Consultant, HarveyCom Technical Writing Consulting

Clients included Cadence Design Systems, Inc., Synopsys, Inc., Oracle Corp., MarketFirst Software, Inc., TIBCO Finance Technology, Inc., Parametric Technology Corp., and Legent Corp.

EDUCATION AND PROFESSIONAL DEVELOPMENT

B.S. in Industrial Arts Education, Oregon State University

Certificate in Managing the Development of Technical Information, U.C. Santa Cruz Extension. Courses include Estimating, Scheduling, and Tracking Documentation Projects; Managing People in Publications; Developing a Style Guide for Online Documentation; Developing an Information Document Plan; Indexing Technical Documents; Modular Documentation; Defining and Achieving Quality Publications; Publications Departments in the Company; and Technical Writer's Annual Physical.

Teaching Certificate, State of Oregon

Discrete Math and **Pascal Programming** courses, San Jose State University

Miscellaneous courses, U.C. Santa Cruz Extension. Courses include Project Management Negotiation Principles and Techniques, Decision-Making Tools and Techniques, Content Management, Role of the Project Manager, Planning the High-Tech Project, Documenting C++, and Digital Circuits and Systems.

PROFESSIONAL ASSOCIATIONS

Senior Member, Society for Technical Communication, Silicon Valley Chapter