

J O S H W E R T H E I M E R

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Web site: www.jwertheimer.com — Email: jwertheimer@charter.net

TECHNICAL WRITER / DEVELOPER / DESIGNER

Results-Oriented—Priority-Driven—Inspirational Team Leader—Innovative Problem Solver

Highly qualified, motivated professional with diverse experience and solid track record of producing commercial-quality User Manuals, Reference and Installation Guides, Online Help systems, Web-based content and marketing materials. Extremely focused, detail-oriented and versatile to achieve in a competitive, fast-paced working environment. Major strengths include the ability to formulate and convey technical vision to non-technical personnel and effectively match the message to the audience. Work samples available at www.jwertheimer.com.

PROFESSIONAL PROFILE

- Accomplished communicator, able to conduct presentations to varied audiences. Highly polished organizational communications skills. Develops productive working relationships and alliances. Proven facilitator with the ability to turn around underperforming projects.
- Leadership skills: enthusiastic individual with excellent work ethic. Demonstrated comprehensive knowledge of management techniques, organizational development, team building and project execution. Experienced in the implementation of training initiatives to develop, retain and motivate effective personnel. Ability to manage cross-functional teams.
- Skilled designer and developer of Web-application GUIs, HTML-based Help systems, print-based documentation, Web graphics and Flash files. Writer and editor of software and hardware user guides, application notes, product and technology briefs, RFPs, proposals, and marketing materials. Developer of large-scale, complex Visio drawings of enterprise solutions. Established reputation for accuracy and dependability.

TECHNICAL EXPERTISE

- Highly proficient on PC and Macintosh OS
- Software knowledge includes:
 - ◆ Adobe Acrobat ◆ Confluence Wiki ◆ Dreamweaver ◆ Excel ◆ Final Cut Pro ◆ Fireworks ◆ Flash
 - ◆ FrameMaker ◆ Google Analytics ◆ HomeSite ◆ Illustrator ◆ InDesign ◆ Madcap Flare ◆ Photoshop
 - ◆ PowerPoint ◆ SharePoint ◆ TopStyle ◆ QuarkXPress ◆ RoboHelp ◆ RoboHTML ◆ Word ◆ Visio
 - ◆ Visual SourceSafe ◆ WinCVS

CAREER PATH / CONTRACT POSITIONS

Senior Technical Writer—*OptumInsight*, San Jose, California 2011–Present

The Health Information Exchange Leader. Responsible for writing Release Notes, Datasheets, User Guides, Installation Guides and Online Help.

- Designed and developed company's first HTML-based Online Help system
- Designed and developed customer-facing Product Documentation Portal
- Developed Technical Publications Group Wiki

Senior Technical Writer (Contractor)—*The Capital Group Companies*, Irvine, California 2010–2011

Responsible for designing and writing Job Aids, Tip Sheets, PowerPoint Presentations, Quick Reference Guides, and User Guides for training 1200 employees of the country's third largest mutual fund operator on Remedy 7.6.

- Developed content, graphics, and Flash for internal corporate website
- Developed online HTML-based Glossaries for six corporate initiatives

Senior Technical Writer—*QLogic Corp.*, Aliso Viejo, California 2008–2010

Designed, developed and maintained the Corporate Publications Intranet. Maintained the corporate website. Designed, wrote and edited monthly HTML-based OEM, Channel and Reseller newsletters and marketing e-mails; produced and edited digital videos and product photography.

- Success of Intranet resulted in department being given responsibility for all corporate websites
- Developed standard for HTML-based Online Help systems and product documentation
- Developed standard for quarterly product CDs

Senior Technical Writer—*Colyar Consulting Group*, Phoenix, Arizona 2006–2008

Designed and developed Web-application GUIs. Wrote and developed HTML-based Help systems and print-based documentation, and designed Web graphics.

- Produced documentation with technical accuracy and within product development deadlines

Senior Technical Writer—*Stack Computer*, Irvine, California 2005–2006

Wrote and developed technology briefs, RFP's, and proposals. Developed large-scale, complex Visio drawings of proposed enterprise solutions.

- Re-designed corporate website providing company with more substantial Web presence

Senior Content Development Specialist—*Quantum Corp.*, Irvine, California 2003–2005

Wrote and developed online learning courses and FAQs for a variety of the company's data storage products, including the P-Series, M-Series, DX30, and SuperLoader.

- Re-designed and re-architected Customer Support section of the corporate Web site providing customers with easier access to downloads
- Designed and developed Quarterly Customer Service CD
- Maintained three corporate FTP sites

Senior Technical Writer—*Vision Solutions, Inc.*, Irvine, California 2001–2003

Wrote and illustrated the User's Guide for Symbiator® 4.1 (data replication software).

- Developed standard for HTML Online Help systems (.chm format)
- Designed and developed application icons and splash screens resulting in enhanced product usability

E D U C A T I O N

Certificate Program for Technical Writing and Editing

University of Washington—Seattle, WA

Bachelor of Arts in Communications and Theatre Arts

University of Richmond—Richmond, Virginia

A F F I L I A T I O N S

- Silicon Valley Chapter of the Society for Technical Communication