

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

Email: joshwertheimer@hotmail.com



TECHNICAL WRITER | 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, with the versatility required to achieve success 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. Website 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.
- 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, and Web graphics. 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 ◆ FrameMaker
 - ◆ JIRA ◆ Illustrator ◆ InDesign ◆ Madcap Flare ◆ Photoshop ◆ PowerPoint ◆ RoboHelp ◆ SharePoint
 - ◆ TFS ◆ Word ◆ WinCVS ◆ Visio ◆ Visual Source Code

CAREER PATH / CONTRACT POSITIONS

Senior Technical Writer—*Conduent*, Irvine, California

May 2018–January 2022

Member of technical writing team.

- Developed and maintain SharePoint Publications Portal providing internal/external clients access to all documentation
- Draft monthly Software Change Requests (SCRs) Release Notes for internal/external clients that document new and modified features and functionality in the company's web-based applications
- Draft User Guides, Supplemental Guides, Quick Reference Guides, Product Bulletins, Knowledgebase Articles, and Visio Workflows
- Developed the company's first *Technical Writers' Style Guide* to ensure documentation consistency
- Rebranded the company's Product Bulletins, Training Bulletins, White Papers, and Knowledgebase Articles porting the contents of each into templates incorporating the new Conduent branding
- Responsible for FrameMaker-to-Flare conversions of the entire library of technical documentation

Senior Technical Writer (Contractor)—*Pinnacle Claims Management*, Irvine, California

February 2017–July 2017

Sole technical writer of Cost Containment team.

- Responsible for organizing, designing, and drafting User Guide content of 560 new features of the company's proprietary health insurance claims management software system.

Content Strategist (Onsite at Google)—*Zenith Talent Corporation*, Mountain View, California
August 2016–December 2016

Member of the AdWords team.

- Responsible for content modeling; writing, editing and coding Help Center articles, reviewing and drafting UX text, and developing tooltips for AdWords and AdWords Editor.

Senior Technical Writer (Contractor)—*Pacific Dental Services*, Irvine, California October 2015–April 2016
Sole technical writer of IT team.

- Drafted IT processes and run books in Confluence
- Drafted User Stories in JIRA

Senior Technical Writer—*Experian*, Costa Mesa, California February 2013–April 2015
Senior technical writer of three-member Audit & Risk team tasked to standardize process documentation across the enterprise in response to the Consumer Financial Protection Bureau (CFPB).

- Developed *Technical Writing Style Guide*
- Developed Word templates for enterprise-wide use
- Drafted and edited process documentation for a variety of customer programs
- Provided Word 2010 training
- Mentored junior technical writer

Senior Technical Writer—*OptumInsight*, San Jose, California April 2011–February 2013
Sole technical writer responsible for developing documentation process, creating Word templates and CSS files for standardizing and branding print and online documentation sets, and 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 March 2010–February 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 February 2008–January 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

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