

Robert R. Chapman, Jr.

Technical Communicator

Summary

I have done a variety of technical communication tasks for over 30 years: editor, writer, and web-based training developer. This work has been in computer hardware and software, aerospace, and cellular telephone industries. My products have included technical white papers, training, marketing materials and communications, on-line help, user interface text, and software documentation.

I have always been the person you come to when you need change. There will be ideas from my experience. There will be proposals on what I think is needed. I will follow through on what is asked, even if not popular.

Website with work samples: <https://rrchapman.us/about/portfolio-of-robert-chapman/>

LinkedIn profile: <https://www.linkedin.com/in/rrchapman/>

Contact information is on page 5.

Work experience since 2000

[Hitachi Vantara,](#)
[Santa Clara,](#)
[California](#)

Dates: December 2017 to December 2020

Worksite: Telecommute

Group: Converged Solutions Engineering and Technical Publications

Job Title: Technical Editor (Senior Technical Writer)

Accomplishments: Publish technical papers describing converged solution implementation with Hitachi hardware and various software companies using Adobe FrameMaker, Oxygen editor (DITA), SDL Tridion Docs (version control), Microsoft Word, and Adobe Acrobat. Translated engineering to English. Enforced branding standards. Reworked content to be suitable for the audience.

Collaborate remotely with engineers and stakeholders located internationally. Coordinate publishing with Marketing Communications and other internal teams.

Tools: Microsoft Office 360, Microsoft SharePoint, Atlassian Jira, Adobe FrameMaker 2019, Oxygen XML Author 20.0, SDL Tridion Docs, TechSmith SnagIt. Internal style guides with guidance from Microsoft Manual of Style and AP Stylebook.

[netPolarity,](#)
[Campbell, California](#)

Dates: April 2011 to December 2017

Worksite: Telecommute

Client: Hitachi Vantara, Solution and Cloud Engineering

Job Title: Technical Editor

Accomplishments: Publish technical papers describing the implementation of solutions using products from Hitachi and partners using Microsoft Word, Adobe Acrobat, and Adobe FrameMaker.

Work remote with writers located internationally. Prepare documents for localization. Coordinate with Marketing Communications and other internal teams.

Awarded the "Wa" Spirit Award (for harmony, trust, respect) with one other employee for work eliminating a serious publishing backlog when I started. Given the Superhero award contributions to internal social networking website.

Tools: Microsoft Office 2010, Adobe FrameMaker 10 and 11, TechSmith SnagIt. Internal style guides also using Microsoft Manual of Style, AP Stylebook, and Yahoo Style Guide.

[iSoftStone, Kirkland, Washington](#)

Dates: November 2010 to December 2010

Worksite: Telecommute as a 1099 contractor

Client: AT&T Mobility, Redmond, Washington, office

Job Title: Editor and Copywriter

Accomplishments: Because of the quality of my work on the AT&T Mobility developer web site (see [Creative Circle](#), below), called to edit and write copy for the AT&T 2011 Developer Summit. Praised for team communication, quick turnaround, attitude, and general product quality.

Tools: Microsoft Office 2010. Microsoft Manual of Style for Technical Publications and AP Stylebook.

[Volt Technical Resources, Kirkland, Washington](#)

Dates: July 2010 to October 2010

Worksite: Microsoft, Bellevue, Washington

Client: Microsoft Dynamics CRM UE team

Job Title: Technical Editor II

Accomplishments: Edit user assistance material, special interest articles, and SDK articles for Microsoft Dynamics CRM version 5.

Saved significant expense without cutting quality by quickly editing content mostly edited before I arrived for one localization handoff from 50,000 words to 33,000 words.

Agile project management used when approaching delivery date.

Tools: Author-it 5.4, DxStudio 2007, Microsoft Office 2010, Microsoft Product Studio 2.10. Microsoft Manual of Style for Technical Publications and internal style guides.

[Creative Circle, Seattle, Washington](#)

Dates: May 2010 to July 2010

Worksite: Telecommute

Client: [iSoftStone in Kirkland, Washington](#) (for AT&T Mobility developer web site)

Job Title: Technical Editor

Accomplishments: Edit documentation for a mobile device developer audience for [AT&T Mobility](#).

Quickly rescued at-danger project timelines while meeting AT&T quality standards.

Tools: Microsoft Office 2007. Microsoft Manual of Style for Technical Publications and internal style guides.

[COMSYS, Inc., Bellevue, Washington](#)

Dates: April 2010 to May 2010

Worksite: Telecommute

Client: Microsoft

Job Title: Editor

Accomplishments: Edit documents for Microsoft Services Offerings. Primary edit was for LCA (Legal) standards, although included all aspects of copyediting. Material included sales and technical material in various formats (documents, spreadsheets, presentations). While COMSYS was a vendor to Microsoft, I was not a "v-dash" contractor (vendor).

Tools: Microsoft Office 2007. Microsoft Manual of Style for Technical Publications and internal style guides.

[COMSYS, Inc.,
Bellevue,
Washington](#)

Dates: February 2010 to March 2010

Worksite: Telecommute

Client: Microsoft

Job Title: Editor

Accomplishments: Edited documents as part of a team for Microsoft Services Offerings. Same as April 2010 to May 2010.

Tools: Microsoft Office 2007. Microsoft Manual of Style for Technical Publications and internal style guides.

[Aquent, Seattle,
Washington](#)

Date: January 2010

Worksite: Microsoft, Redmond, Washington

Client: Microsoft Windows Server UA Team

Job Title: Technical Editor

Accomplishments: Create system help for a tool used by an IT audience. Copy edit documentation written by subject matter experts, with some content writing.

Tools: DxStudio 2007, Microsoft Word 2010, and Microsoft SharePoint. Microsoft Manual of Style for Technical Publications and internal style guides.

[Robert Half
Technology, Seattle,
Washington](#)

Dates: November 2008 to December 2008

Worksite: Casey Family Programs, Seattle, Washington

Client: Casey Family Programs

Job Title: Technical Writer

Accomplishments: Document system tests used for in-house and commercial applications to verify basic operations after applying system patches. Create templates with instructions for performing the tests over objections of developers. Perform tests and found things the developers had missed.

Tools: Microsoft Office 2007, TechSmith SnagIt, and Microsoft SharePoint. Based style on Microsoft Manual of Style for Technical Publications.

[COMSYS, Inc.,
Bellevue,
Washington](#)

Dates: August 2008 to September 2008

Worksite: Washington Mutual Tower, Seattle, Washington

Client: Washington Mutual

Job Title: Technical Writer

Accomplishments: Write content for revised project management life cycle. Create macros for Word templates and customizations for Excel templates.

Tools: Microsoft Office, Microsoft Project, TechSmith SnagIt, and Microsoft SharePoint. AP Stylebook and Microsoft Manual of Style for Technical Publications.

[AT&T Mobility
\(Cingular Wireless,
LLC\)](#)

Dates: January 2008 to July 2008

Worksite: Bothell, Washington

Group: Business customer accounts

Job Title: Senior Copy Writer (Senior Marketing Manager in HR system)

Accomplishments: Create user interface text for on-line applications. Write copy for web demonstrations, including marketing communications. Produced Adobe Flash presentations using Adobe Captivate. Edit the work of others.

Tools: Adobe Captivate, Adobe Photoshop, Microsoft SharePoint, and Microsoft Office. Microsoft Manual of Style for Technical Publications, AP Stylebook, and internal style and use guidelines.

[MediaPro, Bothell, Washington](#)

Dates: February 2007 to December 2007

Worksite: Verizon Wireless, Bellevue, Washington

Client: Verizon Wireless Training

Job Title: Instructional Designer

Accomplishments: Design and produce web-based training. Trained in both learning content management systems in use at the time at Verizon Wireless.

This required storyboarding and scripting videos.

Tools: Adobe Captivate, Adobe Flash, Adobe Dreamweaver CS3, Adobe Photoshop, Adobe Illustrator CS3, Adobe RoboHelp, Oracle PeopleSoft, and Microsoft Office products. Microsoft Manual of Style for Technical Publications and internal style guides.

[Intrepid Learning Solutions](#)

Dates: March 2005 to January 2007

Worksite: Seattle, Washington

Job Title: Technical Writer

Accomplishments: Create web-based training, including text, storyboards, graphics, HTML, and cascading style sheets. Most of work was for Boeing, with some work done for Microsoft.

This required storyboarding and scripting videos.

Tools: Adobe Captivate, Adobe Flash, Adobe Dreamweaver, Adobe Fireworks, Adobe RoboHelp, and Microsoft Office products. Various Boeing style manuals, Gregg manual (Boeing), and the Microsoft Manual of Style for Technical Publications.

[Physicians Micro Systems Incorporated](#)

Dates: October 2004 to March 2005

Worksite: Seattle, Washington

Job Title: Technical Writer (temporary)

Accomplishments: Produce user manuals and on-line help for an electronic medical records system.

Tools: Adobe RoboHelp and Microsoft Office. Microsoft Manual of Style for Technical Publications.

[Iron Mountain Incorporated](#)

Dates: March 2000 to May 2004

Worksite: Iron Mountain Off-Site Data Protection, Renton, Washington

Group: Training and software development

Job Title: Documentation Specialist (final title)

Accomplishments: Create manuals and help for SecureBase, SecureSync, and internal time management system. Perform occasional quality assurance work, including SQL tests originally written by others but modified by me for the test. Repurpose existing documentation and prepared new material for call center use. Provide content for instructional designers.

Tools: Adobe RoboHelp, Adobe Dreamweaver, Adobe Fireworks, and Microsoft Office products. Information Mapping techniques, Microsoft Manual of Style for Technical Publications. Limited work with Adobe FrameMaker.

Education and training

University	University of Sioux Falls, Sioux Falls, South Dakota No degree. Graduate and undergraduate courses related to secondary education.
	Missouri University of Science and Technology, Rolla, Missouri Bachelor of Arts (History). Also completed 75% of a Bachelor of Science in Electrical Engineering degree, including 25 semester hours in Mathematics. Lacking an Astronomy course to have a minor in Physics.
Training	Iron Mountain, Inc., Training, Boston, Massachusetts Information Mapping Seminar (Class)
Seminars	WritersUA (WinWriters), Seattle, Washington Attended three WritersUA conferences.

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