

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.

Contact information is on page 5.

Work Experience since 2000

December 2017 to
December 2020

[Hitachi Vantara, Santa Clara, California](#) (Converged Solutions Engineering and Technical Publications)

Worksite: Telecommute

Job Title: Technical Editor (Senior Technical Writer in HR system)

Accomplishments: Publish technical papers describing converged solution implementation. Translated engineering to English. Enforced branding and marketing requirements. Reworked content to meet standards.

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

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

April 2011 to
December 2017

[netPolarity, Campbell, California](#) (Hitachi Vantara, Solution and Cloud Engineering)

Worksite: Telecommute

Job Title: Technical Editor

Accomplishments: Publish technical papers describing the implementation of solutions using products from Hitachi and partners.

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.

November 2010 to
December 2010

AT&T Mobility, Redmond, Washington, office

Worksite: Telecommute as a 1099 contractor

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.

July 2010 to
October 2010

[Volt Technical Resources, Kirkland, Washington](#) (Microsoft Dynamics CRM UE team)

Worksite: Microsoft, Bellevue, Washington

Job Title: Technical Editor II

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

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

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.

May 2010 to
July 2010

[Creative Circle, Seattle, Washington](#) (iSoftStone in Kirkland, Washington)

Worksite: Telecommute

Job Title: Technical Editor

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

Quickly rescued and saved project timelines while meeting AT&T quality standards.

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

April 2010 to
May 2010

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

Worksite: Telecommute

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.

February 2010 to
March 2010

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

Worksite: Telecommute

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.

January 2010

[Aquent, Seattle, Washington \(Microsoft Windows Server UA Team\)](#)

Worksite: Microsoft, Redmond, Washington

Job Title: Technical Editor

Accomplishments: Create system help of a tool used by an IT audience. Copy edit documentation written by subject matter experts, primarily. Some content writing.

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

November 2008 to
December 2008

[Robert Half Technology, Seattle, Washington \(Casey Family Programs\)](#)

Worksite: Casey Family Programs, Seattle, Washington

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.

August 2008 to
September 2008

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

Worksite: Washington Mutual Tower, Seattle, Washington

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.

January 2008 to
July 2008

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

Job Title: Senior Copy Writer/Senior Marketing Manager (for HR purposes)

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.

February 2007 to
December 2007

[MediaPro, Bothell, Washington \(Verizon Wireless\)](#)

Worksite: Verizon Wireless, Bellevue, Washington

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.

Tools: Used 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.

March 2005 to
January 2007

[Intrepid Learning Solutions, Seattle, Washington](#)

Job Title: Technical Writer

Accomplishments: Create web-based training, including text, storyboards, graphics, HTML, and cascading style sheets for use at Boeing.

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.

October 2004 to
March 2005

[Physicians Micro Systems Incorporated, Seattle, Washington](#)

Job Title: Technical Writer (temporary)

Accomplishments: Produce user manuals and on-line help.

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

May 2004 to
October 2004

Work Break

Recovering from the effects of treatment for cancer.

March 2000 to
May 2004

[Iron Mountain Incorporated, Boston, Massachusetts](#)

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

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 mostly written by others. 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. Lacking an Astronomy course to have a minor in Physics.

Training

Iron Mountain, Inc., Training, Boston, Massachusetts

Information Mapping Seminar (Class)

Caxton, Inc., Seattle, Washington

FrameMaker Advanced Course.

Seminars

[WritersUA \(WinWriters\), Seattle, Washington](#)

Attended three WritersUA conferences.

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