

# Robert R. Chapman, Jr.

## Technical Communicator

### Summary

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

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

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

GitHub: <https://github.com/rrchapman03>

Contact information is on page 3.

### Work experience since 2010

#### [Hi-Tech Talents, LLC](#)

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**Dates:** June 2022 to August 2022

**Worksite:** Telecommute

**Client:** Microsoft Cloud Hardware and Infrastructure Engineering, NPI Infrastructure and Cloud Engineering, Redmond, Washington

**Job Title:** Technical Writer

**Accomplishments:** Work with stakeholders and subject matter experts to define standard operating procedures for designing and building converged hardware platforms.

**Tools:** Microsoft Office 360 (Word, PowerPoint), Microsoft Visio.

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#### [Information Group Northwest, Portland, Oregon](#)

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**Dates:** November 2021 to March 2022

**Worksite:** Telecommute

**Client:** [Adelman Travel Group](#), Information Services, Milwaukee, Wisconsin

**Job Title:** Technical Writer

**Accomplishments:** Prepare technical documentation for a computer system security audit in various formats. This included security protocols, using software as a service, HTTP, and web APIs.

**Tools:** Microsoft Office 360 (Word, PowerPoint), Microsoft Visio, Teamwork.

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

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**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 in internationally. Coordinate publishing with Marketing Communications and other internal teams.

Topics centered on converged solutions, including software as a service.

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

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

**Dates:** April 2011 to December 2017

**Worksite:** Telecommute

**Client:** [Hitachi Vantara](#), Solution and Cloud Engineering, Santa Clara, California

**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.

Topics centered on converged solutions, including software as a service.

**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.

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[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.

Subjects included mobile development, web APIs, and web content development.

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

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

**Dates:** July 2010 to October 2010

**Worksite:** Microsoft, Bellevue, Washington (not Redmond)

**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. Content included information for programmers creating an interface with Dynamics CRM (API information), HTTP, and JavaScript.

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.

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[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](#). Content included programming language information for programmers (including JavaScript), API information, software as a service, HTTP, mobile development, and web content development.

Quickly rescued at-danger project timelines while meeting AT&T quality standards, finishing project on-time.

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

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## Education and training

University	<a href="#">University of Sioux Falls, Sioux Falls, South Dakota</a> No degree. Graduate and undergraduate courses related to secondary education.
	<a href="#">Missouri University of Science and Technology, Rolla, Missouri</a> 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	<a href="#">WritersUA (WinWriters), Seattle, Washington</a> Attended three WritersUA conferences.

## Contact information

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