

# Robert R. Chapman, Jr.

## Technical Communicator

I have successfully performed a variety of technical communication tasks for over 30 years: editor, writer, and web-based training developer. This 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: [Portfolio of Robert Chapman • Robert R. Chapman, Jr. \(rrchapman.us\)](#)

LinkedIn profile, with recommendations: [Robert Chapman | LinkedIn](#)

GitHub: [rrchapman03 \(Robert R Chapman\) · GitHub](#)

Online résumé (positions going back to the year 2000): [About \(Technical Communicator Résumé of Robert Chapman\) • Robert R. Chapman, Jr. \(rrchapman.us\)](#)

Contact information is on page 3.

## Work experience since 2011

Additional work experience available on request. This is also available on my [online résumé](#).

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

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**Dates:** October 2022 to January 2023

**Worksite:** Telecommute

**Client:** [Ulta Beauty](#), Network Services, Bolingbrook, Illinois

**Job Title:** Technical Writer

**Accomplishments:** Find, organize, and format documentation for Network Services in Jira Confluence.

**Tools:** Microsoft Office 360 (Word, PowerPoint). Microsoft SharePoint. Atlassian Confluence.

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

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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 \(CDW\)](#)

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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](#)

**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. Kept document catalog information in Microsoft SharePoint, producing reports on documents by analyzing in Microsoft Excel.

Collaborate remotely with engineers and stakeholders located in internationally. Coordinate publishing with Marketing Communications and other internal teams. Found creative solutions to successfully conquer problems. Solved issues using Word for colleagues.

**Tools:** Microsoft Office 360 (Word, Excell, PowerPoint, Visio), 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. Created Microsoft Word template file (.dotx) to simplify porting of content from Word to FrameMaker. Moved document catalog information from Microsoft Excel to Microsoft SharePoint so others would have this information. Exported cataloging information from SharePoint to Excel to analysis (find documents on certain subjects, publication dates).

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

**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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## Education and training

### University

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[University of Sioux Falls, Sioux Falls, South Dakota](#)

No degree. Graduate and undergraduate courses related to secondary education, including special education reading specialist.

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[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.

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### Training

Iron Mountain, Inc., Training, Boston, Massachusetts

Information Mapping Seminar (Class)

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### Seminars

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

Attended three WritersUA conferences.

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## Contact information

### Email

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[mail@rrchapman.us](mailto:mail@rrchapman.us)

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### US Mail

4404 Terrace Drive, Unit 6, Everett, WA 98203

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### Telephone

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