

Robert R. Chapman, Jr.

Technical communicator: editor, writer, web-based instructional designer

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

- Complete online résumé with positions going back to the year 2000: <https://rrchapman.us/about-technical-communicator/>
- Portfolio: <https://rrchapman.us/about-technical-communicator/portfolio-of-robert-chapman/>
- LinkedIn profile, with recommendations: <https://www.linkedin.com/in/rrchapman/>
- Curriculum Vitae on GitHub: <https://github.com/rrchapman03/CurriculumVitae/blob/main/curriculumvitae.md>

Contact information is on page 3.

Work history

This summary of my work history starts with positions from April 2011 through January 2023. It then jumps back to two other positions to show additional types of experience. See my online résumé for additional positions since 2000.

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

Dates: October 2022 to January 2023

Worksite: Telecommute

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

Job Title: Technical Writer

Accomplishments: Find, organize, cleanup, and store documentation scattered in many places in s Jira Confluence database for Network Services.

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

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

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: Collaborate with stakeholders and subject matter experts to define standard operating procedures to design and build converged hardware platforms for use with Microsoft Azure. Position ended early with budget cuts.

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

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

Dates: November 2021 to March 2022

Worksite: Telecommute

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

Job Title: Technical Writer

Accomplishments: Revise and create technical documentation for a computer system security audit, including graphics. Topics included security protocols, using software as a service, servers, firewalls, HTTP, network service providers, and web APIs.

Tools: Microsoft Office 360 (primarily 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, later Technical Publications

Job Title: Technical Editor (Senior Technical Writer)

Accomplishments: Translate engineering to English from engineers located internationally. Publish technical papers for converged solution building, implementation, and operation using Hitachi hardware with products from hardware and software partners. Enforced branding standards. Revised content for audience suitability. Coordinated document delivery with overseas server provider. Maintained document database in Microsoft SharePoint, producing document reports with analysis in Microsoft Excel. Met deadline standards.

Led collaborative content review with stakeholders. Coordinate publishing with Marketing Communications and other internal teams. Found creative solutions to successfully conquer problems, such as incomplete or unapproved branding. Solved issues using Word for colleagues. Participated in a committee determining technical writing style and usage.

Tools: Microsoft Office 360 (Word, Excel, PowerPoint), Microsoft Visio, Microsoft SharePoint, Atlassian Jira, Adobe FrameMaker 2019, Salesforce Slack, Oxygen XML Author 20.0 (DITA), SDL Tridion Docs (version control), 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, Santa Clara, California

Job Title: Technical Editor

Accomplishments: Translate engineering into English. Publish technical papers describing the building, implementation, and operation of solutions using Hitachi hardware with hardware and software partners. Enforced branding standards. Work remotely with international writers. Led content review with stakeholders. Coordinate with Marketing Communications and other internal teams. Prepare documents for localization. Met deadline standards.

Created Microsoft Word template file (.dotx) to move content from Word to FrameMaker. Moved document database information from Microsoft Excel to Microsoft SharePoint so others could access this information. Prepared documentation reports with exported information from SharePoint for analysis in Excel to analysis.

Awarded the "Wa" Spirit Award (for harmony, trust, respect) cooperating with an FTE for work eliminating a serious publishing backlog when I started. Given the "Superhero" award for 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.

[MediaPro,](#)
[Bothell,](#)
[Washington](#)

Dates: February 2007 to December 2007

Worksite: Verizon Wireless, Bellevue, Washington

Job Title: Instructional Designer

Accomplishments: Design and produce web-based training, primarily for in-store staff. Trained to work as an administrator in both learning content management systems (LCMS) in use at the time at Verizon Wireless. Content developed from subject matter expert interviews and review of existing documentation. Courses created to follow WCAG standards.

Tools: Adobe Captivate, Adobe Flash, Adobe Dreamweaver CS3, Adobe Photoshop, Adobe Illustrator CS3, Adobe RoboHelp, Oracle PeopleSoft, and Microsoft Office products. Web Content Accessibility Guidelines (WCAG). Microsoft Manual of Style for Technical Publications and internal style guides.

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

Dates: March 2005 to January 2007

Worksites: Intrepid Learning Solutions, Seattle, Washington, and Boeing Commercial Airplanes, Everett, Washington

Job Title: Technical Writer

Accomplishments: Create web-based training, including text, storyboards, graphics, HTML, and cascading style sheets (CSS) for use in courses. While hired initially to only write the course modules, they soon discovered I could produce courses from beginning to end. Courses were primarily on how to use internal software product implementations (such as [SLATE](#) [System Level Automation Tools for Engineers] at Boeing), but work included other topics (such as occupational health and safety). Content developed by interviewing subject matter experts and reviewing documentation.

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. HTML, CSS.

Education and training

University

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

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

[Missouri University of Science and Technology, Rolla, Missouri](#)

Bachelor of Arts (History). Coursework includes 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) on how to implement their writing and formatting techniques.

Seminars

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

Attended three WritersUA conferences on how to create user assistance documentation.

Contact information

Email address

mail@rrchapman.us

Postal address

4404 Terrace Drive, Apartment 6
Everett, WA 98203

Telephone

+1 (206) 963-5260