

Robert R. Chapman, Jr.

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

I have over 30 years of experience as a technical communicator and content writer: editor, writer, and web-based training developer. My work has documented computer hardware, computer software, industrial processes, and corporate procedures. While semi-retired, I am open to limited-length or part-time work.

- 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 positions from April 2011 through January 2023. It then includes positions where I created web-based learning and worked with software development. A résumé of work since 2000 is on my website.

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

Dates: October 2022 to January 2023

Worksite: Telecommute

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

Job Title: Technical Writer

Accomplishments: Find, organize, cleanup, and store documentation for Network Services in Jira Confluence. This included creating the repository in Confluence, using HTML.

Tools: Microsoft Office 360 (Word, PowerPoint). Microsoft SharePoint. Atlassian Confluence. HTML, 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 for designing and building converged hardware platforms.

Position ended early because of budget cuts throughout Microsoft.

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: Prepare technical documentation for a computer system security audit. This included creating graphics, including network diagrams. Topics included security protocols, using software as a service, HTTP, and web APIs.

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

[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. 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. Created and updated reusable content in white papers. Maintained Microsoft Word template file (.dotx) to simplify moving content from Word to FrameMaker. Met deadline standards.

Collaborative content editing with engineers and stakeholders located internationally. Coordinate publishing with Marketing Communications and other internal teams. Found creative solutions to successfully conquer problems, such as incomplete or unapproved branding. Solved issues with Word for colleagues. Participated in a committee determining technical writing style and usage. Coached engineers on how to create web-friendly content.

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: Publish technical papers describing the implementation of solutions using products from Hitachi and partners. Translated engineering to English. Enforced branding standards. Reworked content to be suitable for the audience.

Work remotely with writers located internationally. Prepare documents for localization. Coordinate with Marketing Communications and other internal teams. Created Microsoft Word template file (.dotx) to simplify moving content from Word to FrameMaker. Created document catalog on Microsoft SharePoint so others could access. Exported cataloging information from SharePoint to Excel to analysis (find documents on certain subjects, products, publication dates).

Awarded the "Wa" Spirit Award (for harmony, trust, respect) with an FTE employee for 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. Coached engineers on how to create web-friendly content. Converted from a contractor to a FTE in this role.

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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[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.

Saved significant expense without cutting quality by quickly editing content mostly edited before I arrived for a 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](#).

Joined project when it was seriously behind schedule. Quickly rescued project timelines while meeting AT&T quality standards.

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

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). 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.

Seminars

Iron Mountain, Inc., Training, Boston, Massachusetts

Information Mapping Seminar (Class)

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

Attended three WritersUA conferences.

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