

Chris McGuire
Senior Technical Writer

OBJECTIVE

A position as a senior technical writer or technical writing consultant.

SUMMARY

- ❑ Proven writing and design skills, with extensive experience authoring end-user, installation, configuration, administration, reference, integration, developer, and API manuals from scratch, as well as developing online help systems and professional web sites.
- ❑ Proficiency in the use of all applications crucial to the technical writing field, including all MS Office products, FrameMaker, WebWorks, RoboHelp, and Acrobat.
- ❑ Expert-level knowledge of all aspects of the documentation life cycle, from initial research and planning phases to publication.
- ❑ Ability to work in adverse environments, successfully manage stressful workloads, and deliver multiple manuals on tight deadlines without sacrificing quality.

TECHNICAL SKILLS

- ❑ Languages: Proficient in HTML with Cascading Style Sheets (CSS).
- ❑ Experience with JAVA, C++, XML, and PERL.
- ❑ Operating Systems: Windows, UNIX, and Macintosh.
- ❑ Applications: Access, Acrobat, DreamWeaver, Excel, FrameMaker, FrontPage, HomeSite, LView Pro, Paint Shop Pro, PhotoShop, Power Point, RoboHelp, Visio, WebWorks, Word, etc.

WORK EXPERIENCE

Commerce One

5/2000 to 4/2002

Position: Senior Technical Writer

Primary responsibilities included creating and updating a library of books for Commerce One's main content production application: a complex development tool that eMarketPlace administrators use to create dynamic, multi-source online catalogs. The application operated in a distributed environment on both UNIX and Windows platforms, and integrated with both SQL and Oracle databases. The library included an installation and administration guide, a customization guide, and an integration guide, as well as separate online help systems for end-users and administrators. Other responsibilities included mentoring junior writers, serving as template architect for the South Bay publications department, creating white papers for the company's flagship product, serving as "acting manager" for the South Bay publications department while the manager was on vacation, and providing installation, configuration, developer, and API (Application Programming Interface) documentation for the company's other e-commerce products.

WORK EXPERIENCE (continued)

SeeBeyond

11/1999 to 5/2000

Position: Technical Writing Consultant

Worked closely with development team creating highly technical EAI (Enterprise Application Integration) documentation for a series of applications that integrated various CRM and ERP software products from companies such as Onyx and SAP. Each manual was researched, designed, authored, illustrated, and electronically published from scratch.

Interactive Search

8/1999 to 11/1999

Position: Senior Technical Writer and Web Developer

Served as the company's only technical writer, creating all of the back-end documentation and multi-level online help for the company's main product: a customizable applicant tracking system. Job responsibilities expanded to include coding dynamic HTML pages and creating interactive product demonstrations. Contributed directly to the product's evolution by creating a new process flow for the developers and suggesting a method for streamlining the product's customization procedures.

Compaq Computer Corporation

6/1997 to 7/1999

Position: Technical Writer 4

Designed, wrote, and updated API documentation for programs written in C++, as well as user guides, online help, and reference manuals for Internet payment systems and call-center applications. Served as PC site expert, art expert, webmaster, and Clarify expert. Also assisted with the QA and testing of software systems.

EDUCATION

- B.A. Political Science, University of California, Santa Barbara, 1997.
- Additional Education: Several classes provided internally at Compaq, including courses in JAVA, JavaScript, Data Communications, Advanced HTML, CGI, and Windows NT.

ACHIEVEMENTS

- March, 1999—Presented with the Compaq "Night on the Town" award for outstanding work on API documentation.
- June, 1997—Winner in the "Global Peace and Security Essay Contest" at the University of California, Santa Barbara.
- May, 1997—Received award for "Best Original Score" at the UCSB Student Film Festival.

Writing samples available online at http://www.geocities.com/chris_allen_mcguire.
References available upon request.