

John C. Catlin

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SUMMARY

I bridge development and users, creating answers for internal and external readers.

A customer-driven thinker and efficiency problem-solver with extensive product and research experience that produces what is best for readers/users and support, with clear, concise explanations through words and illustrations.

- Proven expertise
- Project management
- Proven leadership & mentoring
- Contributor to *esprit de corps* and morale
- Effective collaboration with subject matter experts
- Top Secret clearance (not current)

Technical skills: WebHelp (MadCap Flare); print and PDF documentation (Adobe FrameMaker or MS Word); illustration design (MS Visio); web site design (HTML, PHP, WordPress); Windows, OS/X platforms; MS Office

EDUCATION

B.S. Computer Science

Northeastern University, Boston, MA

Graduated 1986

Additional coursework: Introduction to MadCap Flare, FrameMaker to Flare, New Approach to WebHelp Targets, The Power of Scripts in HTML5 Output, The Future of Tech Comm, Flare and Responsive Design

INDUSTRY EXPERIENCE

Rockfish Writing, Smithfield, RI

<http://www.rockfishwriting.com>

2005–Present

My company provides consultant technical writing services and web design.

- Web Master — Developer and architect for small businesses and non-profits
Accomplishments:
 - Expanded expertise to include WordPress sites and PHP designs.
 - Presently creating and maintaining new sites for several customers.
- Consultant — Technical writer for small software businesses, editor/publisher for authors
Accomplishments:
 - Improved existing documentation templates for better readability, edited text and recreated illustrations.
- Ghostwriter, Publisher — Liaison between authors and publishing houses
Accomplishments:
 - Designed the front and back covers, exceeding author's expectations.
 - Developed book layout with the author, providing expert advice on the template design.
 - Provided covers and content to publishing house according to their specifications.

The Computer Merchant, Ltd, Norwell, MA

June–November 2015

TCM is a national provider of technology staffing services and workforce solutions.

- Contractor — Technical Writer
Accomplishments:
 - Improved Word template, converted 100+ Word & Excel files to the new template, created training files.

MPAY, Inc., Waltham, MA

2007–2015

MPAY is a payroll software provider and service bureau.

- Senior Technical Writer – first and sole tech writer; WebHelp developer, content architect
Accomplishments:
 - Developed this role, FrameMaker templates, and file organization for any new hires that may follow.
 - Established and designed the corporate Word and PowerPoint templates.
 - Created 183 new PDF documents; maintained the library to stay up-to-date.
 - Successfully campaigned to convert PDF documents to WebHelp, making the text accessible to everyone.
 - Recognized by MadCap staff for the pleasing design and usability of the original WebHelp site (it has since changed): <http://webhelp.mpay.com>

F.W. Davison & Company, Plymouth, MA**2002–2007**

Provider of payroll, benefits, and human resources software solutions.

- Senior Technical Writer – first and sole tech writer; WebHelp developer
Accomplishments: Transitioned entire library of books into a Flare help system for both online and printed publishing. Created PowerPoint presentations for user conferences.

FullArmor Corporation, Boston, MA**2000–2001**

Provider of payroll, benefits, and human resources software.

- Senior Technical Writer – first and sole tech writer; contributor to UI design, icons
 - Published documents for Group Policy and System Policy products on the Windows 2000 servers.
 - Created HTML Help, WinHelp, and Dynamic HTML for supporting help text.
 - Edited and co-wrote marketing white papers.
 - Created corporate fonts, graphics for Marketing and software, and icons for software.

Exchange Applications, Inc., Boston, MA**1998–2000**

Provider of payroll, benefits, and human resources software solutions.

- Senior Technical Writer – one of a team of tech writers
Accomplishments:
 - Served as Project Lead for the Technical Publications team. Met our goals while incorporating new demands and projects given to our team during the development cycle.
 - Drastically improved the organization and usefulness of the *Installation Guide*, as well as online help.
 - Successfully managed the database for Technical Publications team, assigned SCRs to the appropriate writer, and ensured the resolution of reported bugs and publication issues.

Excel, Inc., Hyannis, MA**1996–1998**

Manufacturer of telecommunications switches that helped launch worldwide cell phone use.

- Senior Technical Writer – one of a team of tech writers
Accomplishments: Researched products and technology for creating CD-ROMs to distribute user documentation; produced CD-ROM premasters. Conceived and managed project from start to finish (new technology at the time).

Software 2000, Inc., Hyannis, MA**1990–1996**

Provider of payroll, benefits, human resources, and other business software solutions.

- Technical Writer – one of a team of tech writers
Accomplishments: Developed and maintained several Lotus Notes databases; improved their speed and size by 30%. Wrote company standards for producing help text for the AS/400.

United States Navy, Norfolk, VA**1986–1990**

USS Charleston (LKA 113). Division Officer School, Steam Engineering School, SNAP II training, Navigation training. Administrative Officer, Main Propulsion Assistant, Ship's Navigator (and CMS Custodian).

Required Secret, later Top Secret, security clearance.

Accomplishments:

- Drastically improved and reorganized cryptographic materials vault. Inspectors wrote it was the best account of all the ships in Norfolk (world's largest naval base).
- Administered newly-installed shipboard database system. Successfully trained all personnel in two weeks.
- Managed three divisions. Held duty positions directly responsible to the Commanding Officer.
- Awarded two Navy Achievement Medals. Early promotion to Lieutenant (O-3).

OTHER INTERESTS

Video production, voiceovers, web design, music, public speaking, writing

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