

John C. Catlin

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SUMMARY

I am the bridge between developers and users, creating answers for internal & 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, images, and UX/IA.

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| <ul style="list-style-type: none">▪ Proven expertise▪ Project management▪ Effective collaboration with staff & SMEs | <ul style="list-style-type: none">▪ Video production▪ Voiceovers▪ Contributor to <i>esprit de corps</i> & morale |
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Technical skills: FrameMaker (structured/unstructured); WebHelp (Flare); MS Word; video production (Pinnacle Studio, Premiere); voiceovers (Audacity, Audition); screen capture (SnagIt); illustration design (Visio); HTML, WordPress; 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, Pawtucket, RI

<http://www.rockfishwriting.com>

2005–Present

My part-time business for voiceovers, technical writing, video production, and web design.

- Improve documentation templates, edit text, create illustrations. Record voiceovers, create videos.
- Web Design expertise includes WordPress sites and PHP designs. Create and maintain websites.
- Design covers and book layout; collaborate with publishing house according to their specifications.

General Dynamics, Taunton, MA

March 2016–Present

Contractor (through The Computer Merchant) in Technical Documentation Services, the technical manual support for several long-term projects.

- Contractor — *Technical Writer*
 - Create new installation guide templates. Managed large conversion project from Word to structured FrameMaker.
 - Write new/update existing work packages for 13 documents simultaneously for software development group.
 - Update current technical manuals according to MIL-STDs and customer guidelines.

Fidelity Investments, Smithfield, RI

February 2016–December 2017

Contractor (through Veritude) in Client Experience, the documentation/training materials support for staff and end users.

- Contractor — *Technical Writer & Instructional Designer*
 - Maintained corporate Word and PowerPoint templates.
 - Updated current materials and created new ones, including eLearning, guides, job aids, and flowcharts.
 - Wrote macros for updates to hundreds of documents at a time.

Citizens Bank, Cranston, RI

June–November 2015

6-month contract (through The Computer Merchant) in Technology Services, the hardware/software support for the bank and operations.

- Contractor — *Technical Writer*
 - Improved corporate Word template for procedures.
 - Created new procedures, including flowcharts, through interviews with staff members.
 - Converted 100+ existing 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: Created FrameMaker, Word, and PowerPoint templates. Created 183 new documents; maintained library to stay up-to-date. Successfully planned, designed, and implemented WebHelp system. Recognized by MadCap staff for design & usability of WebHelp site: <http://webhelp.mpay.com> (it has since been altered).

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: Published all documentation. Created FrameMaker templates for all technical documents. Organized files for any new hires that may follow. 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*
Accomplishments: 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: Project Lead for Technical Publications team. Met goals and new demands during the development cycle. Drastically improved organization and usefulness of guides and online help. Successfully managed Technical Publications team, assigned SCRs, ensured the resolution of bugs and 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.
- 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

Voiceovers, video production, web design, music, public speaking, writing