

John C. Catlin

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Objective

To obtain a senior position as a technical writer where my attention to detail, decades of technical writing experience, and years of management experience as a Naval officer will add value to our customers' understanding, the products, my team, and the company's image.

Technical Summary

- **PC applications:** MadCap Flare and Analyzer, FAR HTML, Adobe FrameMaker, Adobe Acrobat, Visio, SmartDraw, MS Word, MS PowerPoint, Adobe PhotoShop, Paint Shop Pro, MS FrontPage; some Dreamweaver, some Flash; Adobe Audition, WavePad; Pinnacle Studio, Avid Studio, learning Adobe Premiere Pro.
- **Languages, scripts:** HTML, CSS, PHP, SB+, C, Lotus Notes, Pascal, COBOL, Basic, FORTRAN.
- **Operating systems, platforms:** Windows 8, 7, XP, other Windows servers & desktops; SB+, SBClient; Linux; DOS; others in the past include OS/2, OS/400, Unix, VMS.
- **Hardware:** PCs, iMac, iPad; older: IBM AS/400, Prime mainframe, DEC VAX 11/780.

Experience Summary

- Created WebHelp and customized it for a more pleasant user experience.
- Created new templates for hardcopy documentation, which became the corporate standard.
- Quickly learned any previously unknown technologies, concepts, or applications.
- Wrote and published clear, concise release notes, installation instructions, and user guides.
- Interacted with developers and technical support to research enhancements, functionality, and problems common to customers. Reviewed technical design documents and sometimes code.
- Self-taught PC applications and quickly became a "resident expert" to other employees.
- Self-taught in video production. Voiceover experience in a professional studio.

Experience

Aug, 2001 – Present

Owner
Media Rockfish, Smithfield, RI

- **Publishing documents** using Adobe FrameMaker and Microsoft Word, according to customer needs and requirements; create illustrations using SmartDraw.
- **Creating Word templates** to give the companies' small documents a better "look."
- **Editing, improving, and creating web sites.**
- **Created MS HTML Help and Dynamic HTML**, as well as graphics and icons for user interfaces, as required.
- **Producing videos** for inspiration/motivation and education.

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April, 2007 – January, 2015

Senior Technical Writer
MPAY, Inc., Waltham, MA

- **Developing WebHelp** using MadCap Software's Flare, Analyzer, and other products: <http://www.mpay.com/webhelp/>.
- **Creating illustrations** using Visio to communicate processes and ideas.
- **Published documents** using Adobe FrameMaker and Microsoft Word for a payroll system.
- **Created PowerPoint presentations** for user conferences and planning meetings.
- **Established Technical Publications** standards, as none existed before; included corporate template, use of FrameMaker, organization of books, and other administrative matters.
- **Assisted in interviewing other writers**; worked with Development manager, reviewed applications and resumes, interviewed candidates.

Jan, 2003 – April, 2007

Senior Technical Writer
F. W. Davison & Company, Plymouth, MA

- **Publishing documents** using Adobe FrameMaker and Microsoft Word for a business system on UniData and SB+.
- **Transitioning entire library** of books **into** a **Flare** help system for both online and printed publishing.
- **Creating** FrameMaker and Word **documents** for all documentation and white papers, and **illustrations** using Visio and SmartDraw to communicate processes and ideas.
- **Creating PowerPoint presentations** for user conferences.

Feb, 2000 – Aug, 2001

Senior Technical Writer
FullArmor Corporation, Boston, MA

- Published documents for Group Policy and System Policy products on the Windows 2000 and Windows NT servers.
- **Created** HTML Help, WinHelp, and Dynamic HTML for supporting **help text**.
- **Edited** and co-wrote **marketing white papers**.
- **Created templates** for WebWorks Publisher conversions, white papers, and internal documents.
- **Created corporate fonts, graphics** for Marketing and software, and **icons** for software.

March, 1998 – Feb, 2000

Senior Technical Writer
Exchange Applications, Inc. (now Xchange), Boston, MA

- **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.
- **Managed Tracker database** for Technical Publications team, assigned SCRs to the appropriate writer, and ensured reported bugs and publication issues were completed.
- **Facilitated new design** of book covers and design.
- **Attended conferences** about Help technology and technical writing.

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April, 1996 – March, 1998

Senior Technical Writer
Excel, Inc., Hyannis, MA

- **Researched products and technology** for creating CD-ROMs to distribute user documentation; produced CD-ROM premasters using Adobe Acrobat and Corel CD Creator. **Conceived and managed project** from start to finish.
- Published documents for hardware and components and software operating system for programmable telecommunications switches.
- **Managed Tracker database** for Technical Publications department, assigned SCRs to the appropriate writer, and ensured reported bugs and publication issues were completed and closed by the writer.

March, 1990 – April, 1996

Technical Writer
Software 2000, Inc. (now Infinium Software), Hyannis, MA

- Published technical training guides, help text, and packing slips for every release of several business applications.
- **Developed and maintained** several **Lotus Notes databases**, including one for technical writers' and instructional designers' project plans. **Improved the speed and size by 30%**.
- **Wrote company standards** for producing help text for the AS/400.

Feb, 1986 – Feb, 1990

Navigator, Main Propulsion Assistant
United States Navy, Norfolk, VA

- **Drastically improved** and **reorganized** cryptographic materials vault. Inspectors wrote that it was the **best account** out of all the ships in Norfolk (the world's largest naval base).
- **Administered newly-installed shipboard database system.** Trained all personnel in two weeks, migrating from paper-only system.
- **Managed two divisions:** 9 Quartermasters, 45 Boiler Technicians and Machinist Mates. Held duty positions directly responsible to the Commanding Officer.

Education

Northeastern University (graduated 1986), Bachelor of Science in Computer Science
Dean's List, NROTC Battalion Commander

Cape Cod Community College (1980-1981), Engineering Science Major
Dean's List

Personal

Awarded 2 Navy Achievement Medals, early promotion to Lieutenant. Collateral duties: SNAP II System Coordinator (shipboard database system); CMS Custodian (responsible position concerning national security), Top Secret Clearance (BI, July, 1988).

Vice President of A Special Space, a non-profit organization that promotes education about understanding and "experiencing" autism. Aside from decision-making, created two videos and the organization's web site and its new "Experience Autism" site.

Fascinated by everything: the vastness of the universe to the tiniest quarks to the quirks of life. Enjoy music (play several instruments, arrange, compose, and served as music director at a church), photography (have done engagement announcements, weddings, slide presentations), and video production (motivational/inspirational, as well as educational).