

DAVID LANCE
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S U M M A R Y

Technical Content Developer

Experienced technical content developer and content management systems and platform expert. Strong technical journalist. Works side-by-side with engineers, quality assurance, and technical content editors and illustrators, subject matter experts, and stakeholders. Develop technical information for company products from specs, or from blank pages. Strong end user advocate and user-centered designer. Thrives in a multi-tasking environment. Researches, retrieves, organizes, analyzes, and synthesizes complex subject matter into clear, concise, and easy-to-understand information deliverables. Research desired outcomes and technology solutions. Effective communicator, self-generates weekly status reports to keep all team members and stakeholders updated and on the same page.

Adheres to company branding, information, and writing standards to publish content for many different audiences in multiple formats. Understands how company's technologies work and adds value to customers. Employs various authoring and desktop publishing software tools to publish deliverables to multichannel platforms. Analyzes user information and user experience (UX) requirements. Uses feedback to propose improvements to product development and support services. Responsible for executing project plans and delivering accurate and timely technical information.

C A P A B I L I T I E S

Web UI/UX

Broad knowledge of all aspects of technical content development, design, and UX strategies and methodologies. Applies UX criteria to evaluate a variety of outputs, including PDF documents, web pages, blog articles, wikis, videos, and online help systems.

Competent Professional

Leader in technical writing development. Presenter at DITA conference in Reston, VA. Friend and personal correspondent with Dr. JoAnn Hackos. Leads social media discussions related to technical content and information experience. Mentors junior personnel. Exerts sphere of influence in technical writing discussions. Assumes leadership roles in content strategy, development, and design, and UX programs. Significantly contributes to organizational goals and objectives.

Software

Expertise in DITA (oxygen), XML, and HTML5/CSS3, JavaScript and JQuery. Work in PHP and MySQL. Use Linux commands and develop content in Linux. Adept with LAMP web server and XAMPP local PHP and MySQL development. Adobe Creative Cloud, RoboHelp, Framemaker, Dreamweaver, Illustrator & Photoshop, Microsoft Office, Google Search Console, Google Analytics, Google Docs.

E X P E R I E N C E

Senior Technical Writer

June 2017 – September 2017

Fidelity Investments, Boston, MA

Converted several hundred procedures as MS Word documents from a broad cross-section of business and data analyst SMEs into DITA topics. Organized text. Checked in with SME's. Captured, standardized, and optimized images. Organized repositories of linked .msg and .xls files. Created maps on DxNavigator/Sharepoint platform.

Senior Technical Writer

December 2012 – September 2013

Bose, Framingham, MA

Worked on documentation for SoundTouch SA-4 amplifier, SoundTouch outside speaker system, Lifestyle home entertainment system. Helped integrate online help into computer/mobile device. Worked closely with graphic artists to develop document illustrations. Wrote and assembled multi language, poster-size documents for portable speaker systems.

Senior Technical Writer
Stratus, Maynard, MA

July 2012 – November 2012

Developed user documentation for Linux and VMWare guides. Updated hardware documentation for server hardware. Lead online reviews using Acrobat and pdf's.

Senior Technical Writer
Netscout, Westford, MA

April 2010 – September 2011

Performance Manager Installation Guide – worked with engineering, QA and product management SME's to update the software installation guide. Set up a system in the lab and learned the software by using it.
InfiniStream Installation Guide, Hardware Reference, Upgrade Guides – worked closely with engineers, QA and product management to update manuals for multiple releases. Updated release notes. Set up appliances in the lab and used for testing.

Senior Technical Writer
Verivue, Westford, MA

August 2008 – January 2009

Used <Oxygen/> 10.0 XML editor.
Video Delivery Switch (VDX) Software Setup Admin Guide Chapter – researched from functional specs, test plans and software engineers. Compiled in **tocjsbis** and .pdf.
(VDX) Video Services Admin Guide / (VDX) Network Configuration Admin Guide / (VDX) Field Replaceable Unit Admin Guide – wrote concept topics from design and functional specs. Developed a platform for future video services support topics.

Senior Technical Writer
Mercury Computers, Chelmsford, MA

January 2008 – March 2008

MultiCore Plus Diagnostics User's Guide – for a Linux-based diagnostics application that was developed for Mercury engineers and customers. Worked closely with lead engineer to write installation sequence, user procedures and test descriptions.
MultiCore Plus FrameWork Cell BE Programming Reference Guide - This was the major project. Added four functional specifications and approximately 100 API functions to an existing library of several hundred functions. Enhanced and corrected the existing documentation. Added 246 pages to document.
Redhat to Fedora Core Migration Guide – procedural migrate from Linux Redhat to Fedora Core 7 on Cell-based products.
Cell Accelerator Board (CAB) Windows Driver and Host Software User's Guide – worked with the lead design engineer to outline and write this guide for running Windows on the CAB hardware component. Used MS Visio to develop illustrations.

Software / Hardware Principal Technical Writer
Network Engines, Canton, MA

January 2004 – November 2007

Integral member of software development team. Created multiple new product lines in startup environment. Helped with GUI design, information architecture, wording of menus, dialog boxes, error messages, etc. Created online help systems. Wrote hardware unpacking, installation and setup guides, software installation and configuration guides, and administrator guides with chapters for each feature. Wrote all release notes for new version releases. Managed update and patch management release notes and email notifications. Maintained .pdf repository of customer-facing documents on corporate Web site. Contributed to marketing content (for Web site, trade shows, video.) Delivered extensive user documentation and occasional online help for partners including Microsoft, Commvault, Computer Associates, Juniper, Covast, and Whale IAG. Developed comprehensive documentation for Microsoft ISA Server 2004/2006.
Special Project: *Built a Flash/video presentation that was distributed by marketing on CD and on the corporate Web site. Proposed project, developed concept, wrote script, captured video. Worked with a Flash designer to develop GUI and ActionScript for interactivity. Edited video using Premiere Pro 1.5. Delivered on time and under budget to rave reviews. Was invited by CEO to show finished presentation to the company at an all-hands meeting.*

EDUCATION

Hope College

Holland, Michigan. Bachelor of Arts Degree in Economics.