

John W. George

Self-motivated and enthusiastic technical writer focused on making complex information easy to understand. Quick and decisive problem solver continually experimenting with innovative ways to improve the learning experience for the target audience.

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EXPERIENCE

Meta — Documentation Engineer

February 2022 - Present

Build the EP Documentation Center, a platform enabling engineers and cross-functional teams to find and author documentation to build Meta software.

Build templates for content consistency, standardization, compliance, and discoverability.

Build dashboards for metrics and patterns of improvement.

Write accounting documentation using Meta's internal wiki.

Build a new technical writing team through onboarding, leadership, and mentorship. Drive project vision, goals, strategy, and success. Maximize team efficiency through process automation.

Boomi — Senior Technical Writer

June 2017 - February 2022

Wrote engineering documentation for application and technology connectors. Supported five scrum teams (two local, three international).

Wrote engineering documentation for building connectors using the Connector Software Development Kit (SDK).

Managed external partner teams writing connector documentation.

Wrote release notes, error messages, and on-screen help for monthly releases. Managed frequent off-cycle releases requiring faster delivery.

CA Technologies — Principal Information Services Engineer

March 2006 - June 2017

Wrote documentation for a large product line (CA Agile Planning, CA Executive Playbook, CA Work Management, CA IT Asset Manager).

Created documentation best practices and templates to improve content quality.

Led multiple pilot projects and initiatives for new content delivery (CA UIM, CA PPM).

TECHNICAL SKILLS

Technical writing, editing, communication, content management, user interface testing and design, lean documentation principles

SaaS, Enterprise software, iPaaS integration, Payroll, HR, Security, Mainframe

DITA, XML, Markdown

Wiki, Oxygen XML Editor, RoboHelp, AuthorIt

Agile, JIRA

Git and Github (beginner, with IDE)

AWARDS/CERTIFICATIONS

Society for Technical Communication (STC) Awards:
Excellence (2), Distinguished, Merit

CA Champion: Dedication to sharing ideas, leadership, experience, and expertise

User and Task Analysis for Information Design

Writing Scenario-Based Content

HOBBIES/INTERESTS

Repairing computer software and hardware

Wrote information roadmaps and planning documents.

Partnered with the localization team to translate documentation for the target market.

Commvault — Senior Technical Writer

October 2005 - March 2006

Wrote web-based documentation for storage management and backup and recovery software (Galaxy).

ADP — Lead Technical Writer

October 2003 - October 2005

Wrote web-based documentation for Payroll Management (ADP iPayStatements) and Security Software (ADP Netsecure).

Factiva — Technical Writer (Contractor)

March 2003 - October 2003

Wrote web-based documentation for a Web Services XML-based API development tool (Factiva Developers Kit).

HP — Technical Writer

December 1999 - December 2002

Wrote documentation for enterprise management (HP OpenView), Java application server, and content syndication software.

CA Technologies — Technical Writer

December 1996 - December 1999

Wrote documentation for a large product line, created documentation design plans and specifications, and presented at user group meetings to share information and gather feedback.

Hyperion Solutions — Technical Writer

May 1993 - November 1996

Wrote documentation for enterprise accounting software (Hyperion Payables).

Datalogix International — Technical Writer

December 1990 - May 1993

Wrote documentation for enterprise accounting software.

EDUCATION

The College of New Jersey — B.A., English Liberal Arts

Graduated: 1989

