

JO CALLAND

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SENIOR TECHNICAL WRITER

Passionate and capable technical writer with more than 18 years of experience in creating and editing technical documents in the hardware and software industry. Familiar with XML, HTML, Markdown, and many other tools.

Experienced in managing all aspects of the technical documentation process for users of all levels.

WORK EXPERIENCE

Microsoft *Remote*

August 2022 – Present

Contract Technical Writer through Hitech Talents

Technical writer on team responsible for creating, editing, publishing, and maintaining online e-learning courses for Azure Cloud teams.

- Using Articulate Storyline 360 and MS PowerPoint with staff engineers to create courses for training new employees on all aspects of Cloud networking, methodology and hardware/software.
- Collaborating with PMs and SMEs to deliver courses that are clear and easy to follow.
- Using Power BI tool to follow and analyze user and team data.
- Following Agile Methodology to manage the daily workload in Azure DevOps.
- Creating and publishing new SharePoint pages for the courses.
- Editing and creating Wiki pages with Markdown on guidelines and standards for SMEs and writers.

CISCO *Remote*

October 2020 – August 2022

Contract Technical Writer through SRS Consulting

Technical writer on team responsible for creating, editing, publishing, and maintaining end-user documents for wireless devices, routers, and cloud-based management tools.

- Used Oxygen DITA XML editor to create and update Release Notes, Administration Guides, and other documentation for use with tools in small business settings.
- Created and published Quick Start Guides that were added to the product packaging.
- Communicated extensively with engineers and other team members to understand the tools and how they work, so the I can write clear and accurate documentation.
- Wrote and edited scripts for tech-talk videos to be filmed and added to the Cisco web site.
- Took the initiative to update an old Administration Guide in XML so it is more useful to the reader and contained links to the videos online.
- Collaborated with the technical training team to make sure they have documents that are up to date for their training needs.
- Communicated with localization teams to send, receive, and publish localized documentation.

ROSEBURG FOREST PRODUCTS *Springfield, OR*

January 2020 – March 2020

Contract Technical Writer through APEX Systems

Solo writer responsible for updating and creating articles for company-wide knowledgebase for ServiceNow for company intranet. Job ended due to COVID.

- Researched processes and quickly created simple, clear articles that were published in the company Knowledgebase to help employees who needed to work remotely due to the COVID-19 pandemic.
- Worked extensively with an HTML editor to create, format, and publish over 100 Knowledgebase articles in less than 3 months.
- Coordinated with Service Desk manager, Business Analysts, and IT staff to make sure all the articles were correct and ready to publish.

HEWLETT PACKARD / HP Inc. Corvallis, OR

February 2017 – Dec 2019

Contract Senior Technical Writer through Paradigm Information Services

Technical writer on a team of writers for hardware and software development projects for a large press, both onsite and remote creating both engineering API and end user documentation. The process included converting all Word documentation into Dita XML for this department.

- Collaborated with engineers, engineers, developers, and trainers to create and edit documentation used to install and configure hardware/software/firmware, including troubleshooting, SOP, and configuration guides.
- Led a project to update service manuals for 8 models of large web presses so they are in line with the training materials used to teach technicians how to repair and maintain them.
- Worked extensively with XML, Word, PowerPoint, and Adobe Creative Suite software to create and update documents in Content Management System and used Atlassian JIRA to monitor the projects.
- Edited documentation for localization into multiple languages.

APPLE Remote

April 2015 – Jan 2017

Contract Technical Writer through Lionbridge Technologies

Remote technical writer on a team of four writers responsible for creating and updating knowledge base articles for online customers, and company internal users.

- Collaborated with the team in peer editing and review processes all remotely and following the Apple Style Guide.
- Edited documents to ensure content was technically accurate and met client standards and guidelines.
- Researched documents for content and created spreadsheets to keep the information consistent across all languages for warranty and support information.

HEWLETT PACKARD Corvallis, OR

November 2007 – November 2014

Contract Senior Technical Writer through Paradigm Information Services

Technical writer on teams for multiple hardware and software development projects creating engineering process documents and end user guides.

- Developed hundreds of retail customer-facing documents using Adobe InDesign, Photoshop, and MS Word.
- Designed and developed Word templates reflecting new company style branding and trained administrative staff to apply the templates; significantly reducing editing time and formatting errors.
- Worked with technicians and engineers in a clean room setting to create user guides, training videos, and maintenance manuals for 20+ highly complex testing equipment tools using Word, PowerPoint, Visio, Adobe Photoshop, Excel, and SharePoint.
- Facilitated design strategy meetings with subject matter experts to create standard handling documents, resulting in fewer damaged parts by almost 50% per shift on assembly line.

PROFESSIONAL SKILLS

Microsoft Office (Word, Excel,
PowerPoint, Visio)
Articulate Storyline 360
Oxygen DITA editor/ HTML

Adobe Photoshop, Acrobat, InDesign,
FrameMaker, RoboHelp, Illustrator
Markdown, SharePoint
Photography and video editing

Arbortext XML
Atlassian JIRA
Google Suite Apps
Mac OS and PC systems

EDUCATION AND CONTINUING STUDIES

Linn Benton Community College, Albany, OR - AA
HP Cheetah CMS Training
Architex ABREVE Editing Certification

College of St Catherine, St. Paul, MN - BA
MS Excel Training
Studied Agile development methodology

