

Joseph Morales

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TECHNICAL WRITER

Create User Manuals, Websites, and Online Help

Technical writer with proven ability to communicate complex technical concepts in plain English. Experienced at analyzing user needs and planning libraries. Proficient in writing for varied media including HTML Help and websites. Experienced in creating single-source documents that can be issued in both PDF and online help form. Familiar with the use of structural tagging (SGML or HTML and CSS) to separate content from presentation. Particularly adept at internalizing an understanding of technical material and generating a new explanation that is tailored to user needs.

SKILLS AND TOOLS

- Authoring in Adobe RoboHelp and FrameMaker
- Authoring in Microsoft Office: Word (including templates and macros), Excel, PowerPoint, and Outlook
- Authoring in SGML (an XML precursor), as well as reading and generating XML from scripts and programs
- Website design in Dreamweaver, including the ability to code HTML, CSS, and JavaScript as needed
- Source control in Subversion and Visual SourceSafe
- Illustration in Photoshop, Illustrator, and VISIO
- Knowledge Sharing in SharePoint and OneNote
- Screen capture in SnagIt

PORTFOLIO (WRITING SAMPLES)

baharna.com/portfolio

PROFESSIONAL EXPERIENCE

Unisys Corporation, Irvine, CA

(1982-2015)

Unisys is a global information technology company that offers outsourcing and managed services, systems integration, high end server technology, cybersecurity and cloud management software.

Senior Technical Writer/Software Developer

Responsibilities:

- Developed software documentation for both print and online media, including overview, tutorial, and reference guides.
- Planned documents and document sets from scratch to meet the needs of different types of users (administrators, operators, programmers, and so on).
- Created new tutorial and overview documents to fill gaps in an existing library and address customer satisfaction issues.

Tools:

- Developed documents in Microsoft Word and created macros to automate repetitive document editing and production tasks.
- Used RoboHelp to develop HTML Help and WebHelp documents for easy online use on a desktop or via a website.
- Developed documents in the SGML tagging language (a precursor of XML) so that formatting could be separated from content.
- Developed documents using new single-source methodologies to generate HTML Help and PDF documents from a common source.

Teamwork and Organization:

- Worked with written and oral input from software engineers, establishing good working relationships and conducting interviews to clarify issues as necessary.
- Multitasked effectively when working on updates to multiple documents at the same time.
- Coordinated and reconciled the input from multiple reviewers, sometimes numbering in the dozens. These included department managers and vice presidents who were sensitive to the political and marketing issues.
- Worked closely with graphic artists, submitting sketches for conceptual and logic flow diagrams.
- Mentored new writers, introducing them to departmental tools, standards, and procedures.

Style Standards:

- Worked within corporate style standards that were closely modeled on the *Microsoft Manual of Style for Technical Publications*.
- Created internal process documents as required by ISO 9000 standards.

Software Development:

- Wrote Microsoft Excel Macros in VBA, VBScripts, HTA and Java applications.
- Developed design documents, internal technical documents, and instructions on how to maintain and extend software products.
- Supplied technical source material to the writing staff, performed technical reviews of documents, and regularly discussed issues of organization and terminology with the writers.
- Created networking and logic diagrams in VISIO.

EDUCATION**B.A. degree, Philosophy**

University of California, Irvine

Courses included Introduction to Computer Science I, II, and III

Professional Education

- RoboHelp Essentials (Lynda.com)
- Adobe FrameMaker - Level 1 (Rocky Mountain Training - Certified Adobe Trainers)
- Responsive Web Design (Saddleback College)
- Web Authoring with Dreamweaver I & II (Irvine Valley College)
- Dynamic HTML and JavaScript (UCI Extension)
- Adobe Photoshop and Adobe Illustrator (UCI Extension, Saddleback College)
- Internet/Intranet: FLASH I, II, and III (UCI Extension)