

# Steve Smith

Phone: (469) 235-2290

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Austin, Texas

## Senior Technical Writer (Software/Hardware)

- Translate Agile user stories, tasks, and bugs, along with SME interviews, into re-usable topics.
- Exceed all release schedules and deliver minimalist, simplified documentation for UI customers, system administrators, developers, professional services, and training teams.
- Experiment with structured-authoring elements/attributes to deliver a superior customer experience and minimize translation costs.
- Apply website design tools to customize HTML-based documentation according to corporate writing guidelines.
- Build project relationships by integrating team review comments into world-class deliverables.

## Accomplishments

- Designed HTML5-responsive help to assist customers with visualizing the health of all plant (refinery, pharmaceutical facility) assets. (2022)
- Detailed new IP-phone features for customers who used and vendors that internationally installed Cisco phones. (2018)
- Worked with eight supply chain teams to capture, document, and validate corporate procurement, warehouse, and sourcing procedures. (2014)
- Created two single-sourced server Security Compliance and Validation Guides that reused 80% content. (2013)
- Developed architecture diagrams, uses cases, installation guide, and GoLIVE documents for Charles Schwab session-security management. (2010)

## Software

DITA, IXIASOFT, Astoria on Demand, Vasont, FrameMaker, AEM, Acrolinx, Rally, JIRA, Azure DevOps, Agile Development, MadCap Flare, Help & Manual, Camtasia, SnagIt, PaintShop Pro, Team Foundation Server, Oracle RightNow, Confluence, HTML, SQL, MongoDB, and CSS.

Microsoft Office 365 (Word, Excel, Outlook, OneNote, and PowerPoint), SharePoint, and Visio. Use Git, Subversion, and Perforce source code management tools.

Compose documents in Markdown, reStructuredText, and AsciiDoc. Use Doxygen and JavaDocs to generate API reference documentation. Read C++, C#, Java, JavaScript, and Perl source code.

## Relevant Work Projects

- **(Emerson Automation Systems, April 2021-Present)** Write Plantweb Optics/MongoDB system administration guide for customer IT staff and HTML5-responsive help for customer plant employees (DITA, oXygen XML editor, and IXIASOFT cCMS). Used modified Agile methodology to create content user stories based on stories created by Austin developers and Manila quality assurance team.
- **(Theseus Content Forge, June 2018-March 2021)** Worked part-time doing technical writing contracts and performed volunteer work at the Dallas Food Bank/local food pantries. Self-funded this three-year sabbatical during and after my spouse's battle with metastatic cancer.
- **(Cisco, January 2018-June 2018)** Documented network IP phone administration and configuration functions. Developed end-user phone features and release notes. Worked with Dallas and China development teams using Agile methodology. Used XML authoring workflow with DITA, oXygen, Acrolinx, Astoria on Demand, and AEM.

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- **(InRoll, LLC, September 2016-September 2017)**  
Developed FrameMaker administration guides and participant job aides. Built extensive (35-page set) of interactive Adobe forms to capture customer data and accurately configure benefit plans using a SaaS enrollment application. Developed a metadata schema for all company individuals to search SharePoint libraries without knowing the libraries' organization.
- **(LexisNexis, 2015-2016)** Built user guides and white papers using DITA/FrameMaker structured authoring. Reuse content in whitepapers, guides, and online help. Revise linking in DITA help topics.
- **(Rockwell Collins, 2015)** Developed new FrameMaker style guide for new security interface, designed **Madcap Flare** single-sourcing solution, and selected software tools to match writing staff needs.
- **(Tektronix, 2013)** Implemented FrameMaker single-sourcing of server security hardening, upgrades, and troubleshooting procedures.
- **(LSI Corporation, 2012)** Revised structured topics for Axxia 2500/5500 Virtual Pipeline Reference Manuals to configure accelerator engines to perform network monitoring, security, and VPN/Firewall appliance operations. Organized CMS topics, so network product documents reused 75% content.

## Education

- University of Texas at El Paso: MS Electrical Engineering–Digital Signal Analysis
- University of Texas at El Paso: BS Electrical Engineering–Software Engineering

## Links

- **LinkedIn Profile:** <https://www.linkedin.com/in/steve-l-smith-53a5031/>
- **Writing Samples:** [http://www.theprometheusacademy.com/steve\\_smith.html](http://www.theprometheusacademy.com/steve_smith.html)