

SHANE ALAN TAYLOR

Senior technical writer with experience customizing the DITA Open Toolkit, converting legacy content to DITA, and making complex ideas simple.

OVERVIEW

- More than 14 years experience
- Outstanding written and verbal communication skills
- Classroom instruction experience
- CAI Team Leader certificate
- Agile / scrum, project management skills
- Short learning curve for new technologies, style guides, processes
- Programming skills, including JavaScript, UNIX shell scripting, XSLT

PROFESSIONAL EXPERIENCE

Senior Technical Writer

Cengage Learning /
Advanced Instructional Systems,
DBA WebAssign

12/2008 - present
(first 6 months as contractor)

1791 Varsity Dr. #200
Raleigh, NC 27606
(919) 829-8181

- Researched and wrote topic-based help, embedded user assistance, and quick start guides for WebAssign and PlaceU products.
- Authored user interface text with input from UX and product management.
- Wrote and maintained DITA-OT plugins for customized help, UA, and PDF deliverables.
- Developed content strategy, vision, and architecture for user assistance / help.
- Wrote and maintained application code for online help and embedded user assistance.
- Wrote and maintained scripts for Jenkins continuous integration builds.
- Wrote and maintained XSLT scripts for ingesting content from varied sources.
- Led conversion of FrameMaker documentation to DITA.

Technical Writer

CTG, Inc., contracted to IBM

5/2005 - 11/2008
3039 Cornwallis Rd.
Research Triangle Park, NC 27709
(919) 337-1351

- Wrote topic-based content for the IBM Director systems management software.
- Built Eclipse information center, PDF, and HTML help deliverables using ID Workbench and Ant-based transformations.
- Maintained style guide for the IBM Director information development team.
- Served as backup to the team lead.

Technical Writer

TekSystems, Inc., contracted to
Sealy, Inc. (IT Department)

4/2005 - 5/2005
Trinity, NC

Wrote IT security policy/SOP documents for Sarbanes-Oxley compliance, updated internal policies website, and created templates and publishing process for future SOPs and policies.

Technical Writer

T-P-S Inc., contracted to ABB

2003 - 2005
Raleigh, NC

Updated and expanded the seven user guides, training materials and two online help systems for the CADOPS, netCADOPS and FeederAll software for modeling electrical distribution networks.

Technical Writer

Make Systems, Inc.
(now OpNet Technologies)

2000 - 2001
Cary, NC

Updated and expanded web-based help and PDF documentation of the NetMaker network modeling tool.

Associate Program Mgr. for Computer Organization

UPBEAT Program, VA GLAHS &
UCLA Jonsson Cancer Center

1996 - 2000
Los Angeles, CA

Provided technical writing, administrative, and computer support to a nine-site national VA demonstration project assessing the benefits of psychogeriatric screening, intervention, and follow-up in over 2500 elderly veterans.

Teacher / Graduate Student

University of Denver
English Department

1994 - 1996
Denver, CO

Taught first-year undergraduate English core curriculum classes focusing on expository writing and research skills; facilitated computer writing labs.

SELECTED PROFICIENCIES

- Adobe Acrobat / Distiller
- Agile / scrum development
- Apache FOP
- DITA XML / DITA Open Toolkit
- Education
- FrameMaker
- Git / Bitbucket
- HTML / CSS
- JavaScript, jQuery, AngularJS
- JIRA
- UNIX shell scripting
- Oxygen XML Editor
- RoboHelp
- XML / XSLT / XSL:FO

EDUCATION

- Graduate Study, University of Denver, Denver, Colorado
- BA in English, Murray State University, Murray, Kentucky

AWARDS, PUBLICATIONS, AND PRESENTATIONS

Taylor S. "Creating User Assistance with Agile Teams." Presentation at WritersUA East, Charleston, SC, October 27-29, 2014.

Malloy J, Pinter M, Taylor S. "DITA for Three: How a Small Tech. Comm. Department Converted to DITA and Improved Our Agility and Quality." Presentation at SpeedCon Unconference on Technical Communication, Raleigh, NC, February 8, 2014.

Taylor S. "Technical Communications in Agile Environments." Presentation at SpeedCon Unconference on Technical Communication, Raleigh, NC, February 8, 2014.

Taylor S. "Brushing your teeth with DITA." Presentation at DITA 2006 Conference, Raleigh, NC, March, 2006.

Taylor, S. *From the Museum*. Honorable Mention, 2002 Randall Jarrell/ Harperprints Poetry Chapbook Competition.

Royer CM, Dickson-Fuhrmann E, McDermott CH, Taylor S, Rosansky JS, Jarvik LF. "Portraits of change: case studies from an elder-specific addiction program." *Journal of Geriatric Psychiatry & Neurology* 13, no. 3 (2000): 130-3.

Schonfeld L, Dupree LW, Dickson-Fuhrmann E, Royer CM, McDermott CH, Rosansky JS, Taylor S, Jarvik LF. "Cognitive-behavioral treatment of older veterans with substance abuse problems." *Journal of Geriatric Psychiatry & Neurology* 13, no. 3 (2000): 124-9.

Peer-reviewed research poster presentations at professional conferences (1997-2000): UCLA Research Conference on Aging, Gerontological Society of America, International Psychogeriatric Association, American Psychiatric Association.

National Merit Scholar, 1988.

VOLUNTEER WORK

Occasional Contributor

DITA Open Toolkit

2014 - present

Contribute documentation improvements and code fixes to the DITA Open Toolkit.

Rocky Top Trail Crew

Appalachian Trail Conservancy

2013 - present

Volunteer one week each year helping rehabilitate heavily-used parts of the Appalachian Trail in the Great Smoky Mountain National Park.

CONTACT INFORMATION

113 Begonia Trail, Holly Springs, NC 27540

(919) 744-6829

shane@taylortext.com

REFERENCES

Available on request.