DAVID A. LANCE
Sr. Technical Writer

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Skills Summary

Self-motivated. Self-directed. Collaborative and flexible. Linux literate. Comfortable and efficient as a sole contributor. Highly productive, dedicated and proactive. Love to be in the technical weeds. Organized and task list oriented. Skilled on all standard technical writing, web publishing and documentation management tools. Frequently worked on special projects to the delight of management teams. Always learning and applying new technologies. Adept using HTML5/CSS/JS platforms for video delivery on mobile devices. Good in high-pressure environments with tight-deadlines. Working knowledge of IEEE specifications & UML diagramming. Seasoned at researching, writing and publishing all forms of user and engineering-targeted docs, on-line help, release notes, software API, and video presentations – Camtasia and studio shoots.

Tools Summary

Linux intermediate literacy. CLI and Vi adept. Acrobat and PDF production. Expert with MS Word, FrameMaker, InDesign, RoboHELP, Captivate, Git, Notepad ++, browser dev tools, Dreamweaver, CorelDRAW, Visio, Photoshop, Illustrator, QuarkXpress. JoAnn Hackos educated on XML production. Adept with XMetal, <oXygen/> and XML/DTD/XSLT from scratch. Digital video production.

Work History

Dec 2011 – Present

CLEAR DIRECTION STUDIO - Bedford, MA
Sole Technical Writer

Developed an in-depth skillset to produce eLearning and studio video. Was introduced to video through technical writing at Network Engines, but didn't find opportunities to deeply explore it. So I created one. Became an expert video editor. Designed and built my own high-performance PC for editing and rendering video with multiple purpose-designated solid state drives. Learned all aspects of Adobe Premiere Pro editing software and Adobe After Effects animation and motion graphics software. I use my system to edit digital video. The full Adobe suite and Camtasia are installed on it.

As a pet project, developed the blue button text augmentation technique shown at: davelance.com. Currently using the iPad "ingage" app to create better presentations.

Dec 2012 – Sept 2013

BOSE - Framingham, MA
Sr. Technical Writer (Contract)

SoundTouch Wi-Fi System Guides - Wrote and illustrated documentation sets for multiple SoundTouch Wi-Fi systems – particularly the SA-4 amplifier. Worked with SMEs to understand Bose proprietary streaming online music services, and worked with team to write about the new computer/mobile device user interface. Worked closely with graphic artists to develop illustrations. Worked with customer support to develop comprehensive FAQs and video tutorials. Assembled multi language, poster-size documents for the SoundLink Mini portable stereo system. Applied project management skills and delivered excellent (flawless) content on time.

July 2012 – Dec 2012	**STRATUS CORPORATION - Maynard, MA** **Sr. Technical Writer (Contract)**

Linux Jumpstart and VMWare Jumpstart Guides – worked with developers, QA and product management SME's to update several software installation guides. Edited to integrate new hardware products and product updates. Used Acrobat 9 "shared review" to solicit team edits, corrections, comments and suggestions. Rolled those into documents and produced final content. Paying close attention to detail, prepared files for production. Developed Camtasia training content.

Apr 2010 – Sept 2011	**NETSCOUT - Westford, MA** **Sr. Technical Writer**

Technical writer for the nGenius Performance Manager and InfiniStream Deep Packet Capture Appliance groups. Extensive use of Linux commands to understand customer interactions with the InfiniStream appliances. Wrote for a technical audience – developers, network engineers and field implementation technicians.
Performance Manager Installation Guide – worked with developers, engineering, QA and product management SME's to update the software installation guide. Developed Camtasia training content in addition to standard .pdf installation guide.
InfiniStream Installation Guide, Hardware Reference, Upgrade Guides – worked closely with developers, engineers, QA and product management to update manuals for frequent releases. Updated release notes. Set up appliances in the lab and used for testing. Extensive learning in Linux command-line and shell scripting. Developed working expertise using the Vi Text editor. Developed Camtasia training content in addition to standard .pdf installation guides.

Aug 2008 – Jan 2009	**VERIVUE - Westford, MA** **Technical Writer (Contract)**

Technical writer for the Verivue Video Delivery Switch hardware. Used <oXygen/> 10.0 XML editor.
Video Delivery Switch (VDX) Software Setup Admin Guide Chapter – researched from functional specs, test plans and software engineers. Compiled in tocjsbis and .pdf.
(VDX) Video Services Admin Guide Chapter – wrote concept topics from design and functional specs. Developed a platform for future video services support topics.
(VDX) Network Configuration Admin Guide Chapter – worked from functional specs and test plans to write network configuration DITA concept and task topics.
(VDX) Field Replaceable Unit Admin Guide Chapter – wrote task topics that explain how to remove and replace six field-replaceable VDX components.

Mar 2008 – July 2008	**SOLIDWORKS - Concord, MA** **Technical Writer (Contract)**

Software writer for the SolidWorks Enterprise PDM product.
Archive Server Configuration Online Help – developed XML-based online help topics for the PDM archive server using the XMetal DITA authoring tool.
Enterprise PDM File Explorer Online Help – modified legacy RoboHelp topics and developed new XML-based online help topics using XMetal.

Jan 2008 – Mar 2008	**MERCURY COMPUTERS - Chelmsford, MA** **Software Writer (Contract)**

Software writer for the Cell Broadband Engine products. Completed the following:
MultiCore Plus Diagnostics User's Guide – for a Linux-based diagnostics application that was developed for Mercury engineers and customers. Worked closely with lead engineer to write installation sequence, user procedures and test descriptions.
MultiCore Plus FrameWork Cell BE Programming Reference Guide - This was the major project. Added four functional specifications and approximately 100 API functions to an existing library of several hundred functions. Enhanced and corrected the existing documentation. Added 246 pages to document.
Redhat to Fedora Core Migration Guide – procedural guide to migrate from Linux Redhat to Fedora Core 7 on Cell-based products.
Participated in writing the following:
Cell Accelerator Board (CAB) Windows Driver and Host Software User's Guide – worked with the lead design engineer to outline and write this guide for running Windows on the CAB hardware component.

Jan 2004 – Nov 2007	**NETWORK ENGINES, INC. - Canton, MA** **Software / Hardware – Principal Writer (Permanent)**

Integral member of software development team. Created multiple new product lines in startup environment. Helped with GUI design, information architecture, wording of menus, dialog boxes, error messages, etc. Created online help systems.
Wrote hardware unpacking, installation and setup guides, software installation and configuration guides, and administrator guides with chapters for each feature. Wrote all release notes for new version releases.
Managed update and patch management release notes and email notifications.
Maintained .pdf repository of customer-facing documents on corporate Web site.
Contributed to marketing content (for Web site, trade shows, video.)
Delivered extensive user documentation and occasional online help for partners including Microsoft, Commvault, Computer Associates, Juniper, Covast, and Whale IAG.
Developed comprehensive documentation for Microsoft ISA Server 2004/2006.
Special Project: Built a Flash/video presentation that was distributed on CD and on the corporate Web site. Proposed project, developed concept, wrote script, captured video. Worked with a Flash designer to develop GUI and ActionScript for interactivity. Was responsible for all video acquisition and editing. Delivered on time and under budget to rave reviews. Was invited by CEO to show finished presentation to the company at an all-hands meeting.

May 2003 – Jan 2004	**ACCESS INTERNATIONAL - Cambridge, MA** **Software – Principal Writer (Contract)**

Worked with product manager and developers to update content. Release notes, integration engineering documents and user guide. Maintained and updated a comprehensive administrator guide. Designed and implemented an online help system.
Special Project: Wrote a proprietary integration and customization guide (of approximately 100 pages) for Memorial Sloan Kettering.

Feb 2002 – Jul 2002	**MEASURED PROGRESS - Dover, NH** **Software – Principal Writer (Contract)**

Worked with developers and field trainers to gather requirements and write content for the State of Georgia Web-based comprehensive assessment application. Produced multipled administrator guides that were customized for specific instructional environments. Invited to develop software specifications for an additional project.
Special Project: Worked with a broad spectrum of educators and software engineers to analyze, identify and capture requirements. Developed use cases. Used UML to diagram object relationships and to model computational processes. Wrote a full set of software specifications using IEEE templates. Assembled and published all documents to the satisfaction of the management team and the board of directors.

Classes/Conferences:

April 2016	CIDM Conference, Virginia Conference speaker. Presented on the "*Use of Video in Technical Documentation.*"
June 2014	Technical Writing Certificate Program – Tools Section Middlesex Community College, Bedford, MA.
Nov 2006 - Feb 2007	UML Training – Completed New Horizon UML training. Linux Training – Completed Linux introductory training.
Sep 2005	Harvard Extension School Video Production Class – formal training in video production and editing procedures. Also completed all remaining classes towards a B.A. in economics.
May 2001	Society for Technical Communicators Conference, Chicago, IL – Technical writer's conference. Videotaped an interview with JoAnn Hackos and shared her insights with the ePubs technical writing team back at Genuity.

Education: HOPE COLLEGE, Holland, Michigan – Economics

References: Excellent personal and professional references available upon request.