

Kevin Walsh

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Lead technical writer with 20 years of experience in analyzing, developing, and publishing end-user documentation for software applications and corporate policies.

Software Skills

Expert user of RoboHelp (including online merged projects), Microsoft Office, Visio, PhotoShop, Paint Shop Pro, DreamWeaver, HTML, Adobe Acrobat, Snagit, and SAP.

Key Accomplishments

- **SAP online help.** As lead SAP writer, oversaw a team of professional technical writers in creating 1,000+ help topics. Managed the SAP RoboHelp merged project consisting of 14 separate projects. Established writing standards to ensure accuracy, consistency, and efficiency. Delivered project on time and on budget to over 30,000 end users.
- **Knowledge base.** Created and maintained an extensive, multi-tiered online Knowledge Base of reference material for employees, technical specialists, and support staff.
- **Corporate policies.** Published monthly updates to U.S. Bancorp's four-volume credit policy manual resulting in standard and uniform communication to credit personnel. As needed, created credit policies based on my review of regulatory handouts, other companies' policies, and discussions with senior credit officers.

Employment

Skill Development, January 2010 to present

Improved software skills in PhotoShop, MS Office 2010, Visio, Snagit 10, and Skype. Also performed neighborhood volunteer work with the elderly and assisted people with ebay selling.

Weyerhaeuser Company, March 2002 to December 2009 (Senior Technical Writer)

- Created and maintained SAP online help for financial and manufacturing transactions. Developed a library of online help simulations (using OnDemand software). Subsequently developed an extensive RoboHelp merged project capable of generating context-sensitive Webhelp, printed job aids, and printed user guides.
- Created and maintained online help for other corporate programs (including Payroll Services, Training Coordination, and Workplace Violence Prevention).
- Was project lead for planning, implementation, adherence to writing standards, and publishing of user documentation.

Willamette Industries, July 1998 to March 2002 (Senior Technical Writer)

- Created online and printed help for software applications and related projects (including knowledge base, Payroll, Sales & Inventory, Manufacturing, and Order System).
- Applied info-mapping and single-sourcing techniques.
- Created and maintained the documentation team's Standards Guide.

U.S. Bancorp, 1986 to November 1997 (Senior Technical Writer)

Researched, created, published, and maintained user documentation for credit policies and loan systems (including commercial loans, installment loans, and loan status reporting).

Education

Bachelor of Science, Portland State University

Certifications and additional training included "Self-Directed Work Groups," "Fast Start to Systems Analysis," "JavaScript," "Introduction to XML," "I.S. as a Service Organization."

Keywords

SAP, RoboHelp, RoboHelp HTML, Webhelp, Job Aid, Dreamweaver, Online Help, Tech Writer, Technical Writer, SharePoint, Scrum, DITA, personas, Vendavo, finance, manufacturing, Sr. Technical Writer