

**Doug Jefferys**  
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**Senior Technical Writer** combining **12 years of technical writing** with 7 years of marketing writing. Able to create an effective fusion of both disciplines.

**Documentation** projects range from simple instruction brochures to multi-volume sets supporting enterprise-level **software** as well as commercial and industrial **hardware**.

**Manuals and guides** include User, Installation, Reference, Update, Maintenance, and Recovery procedures.

Skill set includes **layout, graphic design, project management, and QA functions**.

Highly effective **PowerPoint presentations**.

Extensive **online Help** authoring using RoboHelp, AuthorIT, and Madcap Flare. Previous projects include huge Help systems with over 1000 topics and associated cross-index and cross-reference features.

Solo management of **documentation life-cycle process** from initial ideas and inception, through data gathering, document creation, review cycles, QA testing, and production of final output.

Writing that is concise, clear, and professional, yet accessible and friendly. **Excellent command of grammar and syntax** generally following the Chicago style.

**Best practices** work includes creation and expansion of company **style guides** and **standards**.

Multi-disciplined background that helps provide **cross-functional** and **cross-department support**.

Extensive **RFP** creation, working closely with sales team, resulting in many wins.

Solid **marketing collateral** writing that balances product benefits and features.

Strong analytical and **creative problem-solving skills**. Able to absorb new technical concepts and distill them into material that is usable by various audiences.

#### **TOOLS:**

**Madcap Flare**—very proficient

**InDesign**—proficient

**AuthorIT**—very proficient

**Dreamweaver**—limited

**PageMaker**—expert

**Sharepoint**—proficient

**PaintShop Pro**—very proficient

**FrameMaker**—very proficient

**RoboHelp**—expert

**Microsoft Office**—very proficient

**Visio**—expert

**Acrobat and Distiller**—proficient

**PhotoShop**—moderate

**Macintosh OS X and Applications**—very proficient

**JOB HISTORY** (all positions are contract, except Tangram Enterprise Solutions):

**Ceridian**, Morrisville, N.C. (2010) Edit, reformat, republish procedure documents for multiple clients.

**Care Management Technologies, Inc.**, Morrisville, N.C. (2009-2010) Edit, compile, and reformat security policy documents for conformance to HIPAA regulations.

**DataFlux, Inc.**, Cary, N.C. (2007 to 2009) Online and printed Help generation for enterprise-level data quality and management software.

**Saber, Inc.**, Raleigh, N.C., (2007) Technical and Report Specification creation and editing. PowerPoint presentations for client review seminars.

**Parata Systems, Inc.**, Durham, N.C., (2006 to 2007) User Manual, Installation Manual, and Troubleshooting/Recovery Guide creation, editing, and layout for software and hardware systems. Assisted Sales Support team with RFP and RFQ creation.

**Itron, Inc.**, Raleigh, N.C., (2004 to 2006) Writing and editing online versions of User Guides, Installation Guides, and Maintenance/Recovery procedures as well as extensive online help generation using RoboHelp.

**SlickEdit, Inc.**, Morrisville N.C., (2004) Sole responsibility for technical product documentation using FrameMaker, as well as HTML-based help systems using RoboHelp for FrameMaker. Wrote and edited marketing-related product information. Project management responsibilities for product tutorial creation, as well as other marketing collateral projects.

**Tangram Enterprise Solutions, Inc.**, Cary, N.C., (2000 to 2004) Contract and Full-time Employee

**Technical Writer:** Wrote, edited, and maintained User Guides, Installation Guides, Reference Guides, Configuration/ Recovery Guides, etc. related to enterprise-level software products. Created and maintained online help using RoboHelp and HTML. Created marketing documents.

**Proposal Writer:** Prepared responses to RFPs and RFIs in support of sales team.

**Requirements Analyst:** Conducted customer research; created summary reports and presentations for senior management to help determine future product development.

**Zingbill, Inc.**, Durham N.C., (2000) User Guide creation.

**Ceres/NCR**, Cary, N.C., (2000) Created, formatted, and edited online help.

**MindLever, Inc.**, Raleigh, N.C., (2000) Wrote white paper on computer-based learning system.

**Nortel**, RTP, N.C., (2000) Created a CD ROM-based repository of documents.

**Quintiles**, RTP, N.C., (1999 to 2000) Documented software and GUI for software quality control group. Performed testing and created instructional material for clinical trial participants.

**OpenScan Technologies**, Raleigh, N.C., (1999) Created user documentation for imaging technology.

**Siemens Power and Transmission Group**, Wendell, NC (1999) Created and edited instruction, installation, and commissioning manuals, as well as sales brochures, and product bulletins.

**MicroMass Communications, Inc.**, Raleigh, N.C., (1998) Technical writing and editing support.

**Siemens Corporation, Power Group**, Wendell, N.C., (1997 to 1998) Marketing brochures.

**AlterVue Systems**, Chapel Hill, N.C., (1997) User manuals for statistical presentation software product.