

S Lance Smith

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dita.cms.writer@att.net

Dallas, Texas

Technical Writer

- Design modular documentation topics to reuse customer, system administrator, and developer topics for training classes, marketing collateral, and support knowledge bases.
- Build working relationships with developers, marketing, and QA testers that continually improves documentation.
- Mentor other writers to develop product content that satisfies customers using products and hastens product training.
- Work with minimal supervision in fast-paced development environments using Agile tools.

Accomplishments

Use FrameMaker, oXygen, DITA, Vasont/Astoria CCMS, and Confluence wiki to author online documents:

- Documented IP-based phones with reusable DITA-content tools to publish user experience instructions.
- Created financial guides and whitepapers using DITA 1.2, Oxygen 17, and Astoria on Demand.
- Built two single-sourced Server Security Compliance and Validation Guides that shared 80% content.
- Programmed corrective PERL scripts to repair documents from Astoria CMS—remove unused graphics, DTD references, replace special characters with Unicode, and fixed table structures.
- Created single-source references for network hardware-accelerator chips with FrameMaker, Vasont CMS, SnagIt, and DITA writing standard.
- Programmed Perl, Ruby scripts, and XSLT transforms to create deliverables from XML documents.

Software

DITA, oXygen, Astoria on Demand, Adobe Experience Manager, Acrolinx, Rally, Camtasia 9, Microsoft Office 365 (Word, Excel, Outlook, and PowerPoint), SharePoint 2016, Visio 2016, Publisher 2016, FrameMaker 2017, SnagIt, Madcap Flare, Acrobat Creative Cloud, Vasont, Agile, Captivate 9, Confluence, JIRA, Oracle RightNow, HTML5, CSS3, SQL Server, Subversion, and Perforce.

oXygen, JSON, XML, Markdown, Swagger, and JavaDocs for API reference documentation.
Read and write Java, C++, C#, PHP, Python, and Perl languages.

Relevant Work Projects

- **(Cisco, October 2017-Present)** Document network phone administration and configuration functions. Develop end-user phone guides and release notes. Used XML authoring workflow with DITA, oXygen, Acrolinx, Astoria on Demand, and Adobe Experience Manager.
- **(InRoll, LLC, September 2016-September 2017)**
Develop administration guides, participant job aides, and interactive training videos.
Built extensive interactive Adobe forms (35-pages) to capture customer data and accurately configure benefit plans using a SaaS enrollment application.
Develop a metadata schema for all company individuals to search SharePoint libraries without needing to know the organization of the document libraries.
- **(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.

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- **(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.
- **(Dell, 2010)** Developed context-sensitive help for a system management plug-in that controls VMware tasks to build, deploy, and troubleshoot Dell virtual servers.

Education

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