

John Chislett

Mansfield, MA

techwriter@johnchislett.com

603.465.1115

[Website](#)

LinkedIn: [John Chislett](#)

Technical Writing - Turning Details into Company Success

Skills

- Attentive listening
- Networking
- Writing
- Negotiating
- Needs Analysis
- Cross-functional Teams

Certifications

- Coding w/ Git Uni. of Manchester
- Risk Management Uni. of London
- CISCO CSE (Certified Sales Expert)
- System Security Coventry University
- Decentralised Finance - RMIT
- Langevin Certified Instructional Designer/Developer
- Langevin Learning Services Needs Analysis
- Society for Technical Communication
- Technical Report Writing – The University of Sheffield
- FinTech Innovation - Nottingham Business School

Work Experience

Schneider Electric - Boston, MA

Jan 2021–Present

Senior Technical Writer Manager

Produce technical documentation and training manuals; maintain Security Management and SDL policies.

- Author training manuals for developers and architects on the EMCP/ETPX Cloud Platform.
- Interface with the Security Advisors to document the Security Management and Secure Development Lifecycle using ITIL.
- Migrate developer code from Azure to Confluence and support multiple Development teams in Confluence as an Administrator.
- Collaborate with multiple Schneider Tech Writers worldwide to bring consistency to our writing/templates.
- Utilize ServiceNow for Confluence and Jira access and admin support.
- Use VS Code/GitHub to create and revise Markdown files for GIT Repository to deploy to Docusaurus.

Essential Tools: API | Atlassian Confluence, Jira | Azure Boards Epics and Stories | Azure DevOps | Azure Wiki | Docusaurus Markup | GitHub | ITIL | Madcap Flare | Markdown | Microsoft Excel, Outlook, PowerPoint, SharePoint, Teams, | Python | ServiceNow | SCRUM | Techsmith Snagit | Visio & Word | VS Code | XML DITA | VMWare | VS Code | YAML |

AT&T - Boston, MA

Sep 2020–Jan 2021

Senior Technical Writer Manager

Developed and managed documentation to streamline SharePoint flow for VNet distribution.

- Documented Azure migration from a private to a public cloud service.

Essential Tools: API | Azure DevOps | Azure Wiki | Atlassian Confluence, Jira, Kanban | GIT | Microsoft Excel, Outlook, PowerPoint, SharePoint, Teams, Visio, Word | SCRUM Agile SAFe | Snagit | SOLIDWORKS | VMWare |

CISCO - Boston, MA

Sep 2019–Aug 2020

Senior Technical Writer Manager

Produced system-level documentation, configuration and troubleshooting documents, and designed templates for functional test plans, SRDs, SDDs and User Guides. Verified and documented automation procedures;

- Reviewed Design for Global Data Centers based on Cisco Best Practices and/or Cisco ACI Infrastructure.
- Maintained documentation version control and tracked service for multiple teams via Jira Kanban boards.

Essential Tools: CISCO switches | Adobe Acrobat, FrameMaker | API | Confluence, Jira, Kanban | Azure | CITRIX XenApp | Corporate training | DNS | Jira Epics and Stories | GIT | HTTP/HTTP2 | ITIL | Microsoft Project, SharePoint | XML DITA | SCRUM Agile, SAFe | Open API | SOAP | Swagger | TCP/IP | Snagit | VMWare | Visio |

Santander - Boston, MA

Jul 2017–Sep 2019

Senior Technical Writer

Authored system operational manuals; documented technical standards, financial banking procedures & processes into workflow diagrams and Swim-lane flowcharts for SOX (Sarbanes Oxley) audits. Documented risk management policies and procedures.

- Identified, assessed, and took action on 1st line of defense risks; escalated identified risk issues as required by working with Internal Audit, Compliance, Operations and Change Management.
- Translated guides, processes and procedures from Spanish to English.
- Created SharePoint portals for training and Desktop Operating Procedure (DOP) purposes.
- Customized ServiceNow using ITIL to match company controls and procedures, in conjunction with *Change Management*.

Essential Tools: Adobe Acrobat | COBIT | Corporate training | Database/SQL | DNS | ITIL | Microsoft Azure, Project, SharePoint | SOX | XML DITA | ServiceNow | Techsmith Camtasia, Snagit | VMWare | Visio |

Fidelity - Boston, MA

Jul 2016–Jun 2017

Senior Technical Writer

Documented financial documentation, documented source code, running environments for the Edifire program and API dependencies; authored Operations manuals.

Essential Tools: Adobe Acrobat, FrameMaker | API | Atlassian Confluence, Jira | CITRIX XenApp | DNS | HTTP/HTTP2 | GIT | Microsoft Azure, SharePoint | XML DITA | SCRUM Agile | ServiceNow | Open API | Python | ServiceNow | SOAP | SQL | Swagger | Techsmith Camtasia, Snagit | SOLIDWORKS | Visio | YAML |

Computershare - Canton, MA

Dec 2012–Aug 2016

Training Specialist, Technical Writer

Developed and managed financial documentation programs; authored Facilitator Guides and Quick Reference Guides; performed needs analysis for training scopes; reviewed all materials to ensure continual improvement.

- Trained U.S. staff onsite and overseas staff online; trained trainers overseas and domestically.
- Consistently received 98+% approval rating for L3 and 96+% for L1 evaluations.
- Implemented ServiceNow for Change Management

Essential Tools: Adobe Acrobat | CITRIX XenApp | AWS | GoToWebinar | Microsoft Azure, Excel, OneNote, Visio, PowerPoint, Project, SharePoint | ServiceNow | Techsmith Camtasia, Snagit | Totara LMS | VMWare |

Pegasystems - Cambridge, MA

Nov 2011–Dec 2012

Training Specialist, Technical Writer

Authored training materials for new releases of Pegasystems CPMs/SFA; trained users on CPMs/SFA (Sales Force Automation); prepared product release notifications. Supported rollout of Pegasystems application.

- Designed structure for the Definitive Media Library DML, using FileNet.
- Created and refined reports from CPM, using SQL fields and Excel pivot tables.

Essential Tools: Adobe Photoshop, Acrobat, FrameMaker | API | DNS | GIT | HTTP/HTTP2 | Lync | Microsoft Excel, Outlook, PowerPoint, Project, Word | Open API | SCRUM Waterfall | Swagger | RoboHelp | Techsmith Camtasia, Snagit | SDLC | SOLIDWORKS | SQL | VMWare | Visio | Wiki Markup | WebEx | XML DITA | YAML |

Education

United States Air Force

Boston University School of Management – Business Administration courses

Behavioral Leadership Assessment

Strengths: Leadership; thoughtful decision-making; high standards; attention to details

Natural Traits: Inherent optimism to build rapport and credibility; team-first attitude; empathy; cooperative