

Neil V. Young

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Senior Technical Writer | Technical Copywriter Profile

Award-winning technical writer with over nineteen years combined experience across printed and digital media.

Accomplished producer with extensive experience developing and deploying complex user manuals, technical references and design specifications for various entities. Well-versed in technology, creating how-to guides for non-technical audiences, providing large volume print catalogs, pricing guides, websites, marketing materials and brochures. Proficient in establishing training modules and creating interactive presentations. Skilled trainer and project leader; able to direct multiple tasks effectively and readily master innovative software and tools.

Schedule & Execution / Project Management / User Training and Support Web Content Development / Technical Writing

TECHNICAL PROFICIENCIES

Platforms: Windows, Mac OS

Tools: Adobe Acrobat Professional, Framemaker, Microsoft Office Suite, Jira, Atlassian Confluence, Wiki, Adobe Photoshop, PowerPoint, ETQ, SharePoint, Visio, Snagit, HTML RoboHelp, Constant Contact, WordPress, Confluence, Target Process.

PROFESSIONAL EXPERIENCE

Senior Technical Writer, Research and Technology Division, (November 2022 – Present)

Prizmatik Dental Craft

Managed team of junior technical writers, scheduled projects and supervised work processes and goals. Coordinated with other departments on marketing and engineering campaigns, and recommended efficiency efforts. Provide weekly updates and progress reports on Tech Writing Group.

Technical Writer, Engineering and Technology Division (November 2018 – November 2022)

Glidewell Dental Technology

Produced a series of Protocols, User Manuals, Reports, and FDA verification and validation documents for Glidewell's WAVE, FastDesign, VPX, Final Touch, and other applications. Designed application help features, website content, design specifications, workflow charts, and installation instructions. Interviewed subject matter experts to document procedures for servicing and operating ceramic implant mills using compounds such as BruxZir, Obsidian, and Camouflage.

Technical Writer, IT Department (May 2017 – November 2018)

Pacific Premiere Bank

Compiled over 100 source documents in a variety of software platforms, to consolidate database records, create reference manuals and 'how-to' guides for internal software processes within the bank's IT department. Produced more than 135 technical documents and uniform manuals, topics ranging from Sales Force processes, CASH System, Creston Remote Master Access and dozens of security functions.

Technical Writer II (June 2015– September 2016)

Avatar Partners, Inc.

Designed and prepared user guides, administrator guides, release notes for service pack and general releases. Updated aircraft maintenance materials on SharePoint to the latest 2017 versions. Coordinated with field technicians to obtain technical instructions on updating 2016-2017 Editions for maintenance instructions and operations notes for the V-22, F/A-18 and MH-60 aircraft platforms. Wrote and edited system administration and software implementation guides for network resource provisioning and file system management software and related storage hardware and software.

Education and Training

Bachelor's Degree in Journalism and Communications | California State University, Long Beach

Certificates in Project Management, Desktop Publishing, and HTML | University of California, Los Angeles

CompTIA A+ Hardware and Software | Los Angeles Harbor College