

# Neil V. Young

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## Senior Technical Writer | Technical Copywriter Profile

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

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Accomplished producer with extensive experience developing and deploying marketing, sales and technical collateral. Well-versed in technology, creating how-to guides for non-technical audiences, providing large-volume print catalogs, pricing guides, websites, marketing materials, and trade show materials. 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*

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## TECHNICAL PROFICIENCIES

**Platforms:** Windows, Mac OS

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

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## PROFESSIONAL EXPERIENCE

**Senior Technical Writer, Research and Technology Division,** (November 2018 – Present) Glidewell Dental Laboratories  
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.

**Senior Procedures 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.

**Senior Coursework Writer/Data Disseminator** (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.

**Marketing Writer II** (May 2014 to January 2015) GE Healthcare  
Designed the premier systematic instructional manual for Synchrony Credit Card technical support, including methods for updating customer information, extending coverage based on memberships, and other Customer Service issues. Developed online testing modules for customer service trainees to assist with the onboarding process and final personnel selection in support of the new Synchrony Financial extension.

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## 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