

# Daniel Ullmer

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## **Summary**

Experienced and versatile software technical writer seeking a long-term position. Creative and tech savvy. Always ready to take the initiative to find solutions. Dedicated to delivering clear and compelling user content.

## **Competencies**

- Writing and editing software documentation for both end users and developers
- Instructional design
- Information architecture
- Single-source XML and content reuse
- Content management
- Agile software development
- Usability testing
- Web design
- Graphic design
- Data analysis
- Building productive working relationships

## **Education**

### **MS in Management and Organization (emphasis in Communication Management)**

University of Colorado Denver, 2010

### **Graduate Certificate in Technical Communication**

University of Colorado Denver, 2008

### **BA in Behavioral Science**

Metropolitan State University of Denver, 2004

### **Certificate in Data Analysis**

Front Range Community College, 2018

### **MadCap Flare Basic/Intermediate Training**

Madcap Software, Inc., 2015

### **Microsoft Certificate of Achievement – Writing Queries Using SQL Server**

AmeriTeach (Greenwood Village, CO), 2011

## **Technical Skills**

- MadCap Flare
- HTML / CSS
- DITA / XML
- SQL Server
- Jira
- Oxygen XML Editor
- API documentation
- FrameMaker
- RoboHelp
- JavaScript / jQuery
- Salesforce
- Git / GitHub
- CA Agile Central
- Arbortext Editor
- Vasont CMS
- Tableau
- Snagit
- Photoshop
- MS Office Suite
- Perforce
- Windchill CMS

## **Professional Experience**

### **Senior Technical Writer**

*Swisslog Healthcare – February 2019 to present*

- Authoring and editing software documentation for automated healthcare solutions; audiences include both customers and internal stakeholders (developers and system engineers)
- Developing and maintaining the global architecture and content in a single-source authoring system using MadCap Flare

### **Technical Writer (Contractor)**

*Salesforce – October 2018 to January 2019*

- Authored and edited technical documentation and online tutorials for Salesforce Developer Experience (DX) tools and methodologies
- Documented command syntax and parameters for the Salesforce command line interface
- Explained concepts and processes for setting up Salesforce DX development environments and managing application lifecycles
- Authored a blog about the role of scratch orgs in package development

### **Technical Writer / Information Architect (Contractor)**

*Eberl Claims Service – September 2018 to November 2018*

- Engineered a single-source, XML-based online help system with MadCap Flare; using variables and conditions to deliver customized content to 24 different clients from the same set of files
- Designed the layout of the online help UI
- Edited user documentation for claims adjusters

### **Technical Writer (Contractor)**

*Schneider Electric – November 2017 to May 2018*

- Authored new user guide content for the latest ArcFM Designer application, a GIS-based solution for designing and maintaining utility services
- Converted various ArcFM software user guides into structured, topic-based, DITA XML content; involved working with Windchill Arbortext to edit, rewrite, restructure, and tag a wide range of complex topics
- Cleared out a large backlog of documentation bugs in Jira; required gathering information from engineers to add new content and edit existing content

### **Technical Writer / Courseware Developer**

*LogRhythm – August 2014 to October 2017*

- Authored, edited, and designed technical documents and training materials for state-of-the-art SIEM software
- Worked with cross-functional teams of local and remote subject matter experts (developers, QA engineers, product managers, and support engineers) to plan and review content
- Engineered single-source, XML-based publishing systems in MadCap Flare for the company's Technical Publications and Training departments
- Advised on software UI labeling and layout
- Restructured and rewrote existing technical documents and training materials into topic-based content; created regular expressions to automate the process of restructuring XML
- Restyled the company's print help guides and online help systems, creating a sleeker and more stylish look and feel for both
- Wrote JavaScript to enhance the functionality of the online help system
- Restyled training slideshows for improved readability and aesthetics
- Created new cover art for user documents and training guides

### **Technical Writer (Contractor)**

*Motorola Solutions – March 2013 to August 2014*

- Authored and edited user documentation for public safety communications software
- Restructured and rewrote legacy documentation to meet DITA content requirements
- Worked extensively with Adobe FrameMaker
- Played the leading role in developing the automation tools (conversion tables and scripts) for converting unstructured FrameMaker documents into structured DITA content
- Managed DITA content in Vasont CMS
- Analyzed issues with the company style guide and offered recommendations for improvement

## **Technical Writer and Web Designer**

*SmartSource Management – January 2011 to March 2013*

- Authored user documentation for custom web and business applications
- Designed commercial web pages and HTML email templates; related duties included graphic design, copy editing, and front-end scripting with JavaScript
- Wrote SQL Server database queries; developed new data tables and managed dynamic web content with SQL Server
- Performed quality assurance checks on new websites and applications
- Trained clients on new business workflows
- Researched various third-party services; authored reports providing cost analyses, vendor comparisons, and business recommendations

## **Writing Consultant**

*Epic Business Planning – August 2010 to January 2011*

- Authored custom business plans to help clients obtain funding
- Developed custom business strategies
- Researched relevant industry, market, competition, and demographic information
- Provided strengths, weaknesses, opportunities, and threats (SWOT) analyses
- Developed marketing strategies
- Produced written descriptions of products, services, locations, facilities, and managerial qualifications

## **Additional Project Experience**

### **Website Usability Testing and Consulting**

*University of Colorado at Denver - 2009*

- Helped plan and implement a usability test of the university's main website to assess organization and navigability; co-authored a twenty-page report of recommendations for the university site designers concerning possible changes based on users' behavior and preferences