Daniel Ullmer

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Summary

Versatile technical writer with 13 years of experience seeking a new opportunity. Analytical, creative, and tech savvy. Always ready to take the initiative to find solutions. Dedicated to delivering clear and compelling user content that empowers people to succeed.

Competencies

- Writing and editing software documentation for both end users and developers
- Structured XML authoring
- Content management and reuse
- Information architecture
- Agile software development
- Usability testing
- Instructional design
- Web design
- Graphic design
- Data analysis

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
- DITA / XML / YAML
- HTML / CSS
- SQL Server
- Jira / Confluence
- Oxygen XML Editor
- API documentation

- Paligo
- FrameMaker
- JavaScript / jQuery
- Salesforce
- Git / GitHub
- CA Agile Central
- Arbortext Editor

- ReadMe
- Tableau
- Snagit
- Photoshop
- MS Office Suite
- Vasont CMS
- RoboHelp

Professional Experience

Senior Technical Writer
Exabeam – April 2021 to January 2024

- Authored and managed user documentation for multiple products on the Exabeam Security Operations Platform, including Advanced Analytics, Event Selection, and Service Health and Consumption.
- Worked with cross-functional teams of remote subject matter experts (developers, QA engineers, marketing managers, and support engineers) to plan and review content.
- Created the first Exabeam developer documentation for APIs and webhooks after researching best practices.
- Researched third-party identity providers and wrote documentation for integrating them with the Exabeam cloud platform.
- Modified existing documentation as needed for moving on-premises products to the cloud.
- Helped improve products by providing feedback on UI labels, layouts, and functionality.
- Managed and published content with Paligo CCMS; managed documentation bugs and topic assignments in Jira; managed and published developer documentation with GitHub and ReadMe.

Senior Technical Writer
Swisslog Healthcare – February 2019 to April 2021

- Authored and managed user documentation for multiple automated healthcare software and hardware solutions; audiences included both customers and internal stakeholders (developers and system engineers).
- Engineered a single-source, XML-based publishing system in MadCap Flare for the company's Technical Publications department. Developed and maintained the global CSS and visual design templates.
- Fully embedded in multiple cross-functional agile teams. Managed and published content with MadCap Flare and MadCap Central; managed documentation bugs and topic assignments in Jira.

Technical Writer (Contractor)

Salesforce – October 2018 to January 2019

- Authored and edited user 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 life cycles.
- Authored a blog about the role of scratch orgs in package development.

Eberl Claims Service – September 2018 to November 2018

- Engineered a single-source, XML-based online help system with MadCap Flare. Used variables and conditions to deliver customized content to different clients from the same set of core files.
- Designed the styles and visual layout of the online help UI.

Schneider Electric – November 2017 to May 2018

- Authored and edited user documentation for ArcFM Designer, a GIS-based application for designing and maintaining utility services.
- Converted various ArcFM software user guides into structured, topic-based, DITA XML content in Arbortext Editor. This required editing, rewriting, restructuring, and tagging a wide range of complex topics.

Technical Writer / Courseware Developer

LogRhythm – August 2014 to October 2017

- Authored and managed user documents and training materials for cybersecurity 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.
- 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. Created new cover and header art.
- Provided feedback on application UI labeling and layout.
- Applied JavaScript to enhance the functionality of the online help system.

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 applications.
- Designed commercial web pages and HTML email templates. Related duties included graphic design, copy editing, and applying 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 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.