

Robert R. Chapman, Jr.

Technical Communicator: **Writer, Editor, Instructional Designer**

Summary

I have done a variety of technical communication tasks for over 20 years: copywriter, editor, and web-based training developer. This has been primarily in the aerospace, cellular telephone, and software industries. My products have included user interface text, employee training, marketing materials, on-line help, marketing communications, and software documentation.

My goal is to work with words. That is my passion.

Work Experience

View my work samples [on my website](#).

April 2011 to Present

[netPolarity, Campbell, California](#)

Worksite: Telecommute

Job Title: Technical Editor

Accomplishments: Technical editing for Hitachi Data Systems, Santa Clara, California. Supporting the Solutions Support and Engineering team producing customer solution white papers. Working remote from Everett, Washington, with team members located all over the United States.

**November 2010 to
December 2010**

AT&T Mobility, Redmond, Washington, office

Worksite: Telecommute as a 1099 contractor

Job Title: Editor and Copywriter

Accomplishments: Because of the quality of my work on the [AT&T Mobility Developer](#) web site (see [Creative Circle](#), below), I edited and wrote copy for the AT&T 2011 Developer Summit. Praised for team communication, quick turnaround, attitude, and general product quality.

Tools: Microsoft Office 2010. Also, Microsoft Manual of Style for Technical Publications (MSTP) and the AP Stylebook.

**July 2010 to
October 2010**

[Volt Technical Resources, Kirkland, Washington](#)

Worksite: Microsoft, Bellevue, Washington: Microsoft Dynamics CRM UE team

Job Title: Technical Editor II

Accomplishments: Edited user assistance material, including system help, special interest articles, and SDK articles for Microsoft Dynamics CRM version 5 release. On short notice, saved significant expense without cutting quality by quickly editing content for one localization handoff from 50,000 words to 33,000 words.

Tools: Author-it 5.4, Microsoft DxStudio 2007, Microsoft Office 2010, Microsoft Product Studio 2.10. Also, Microsoft Manual of Style for Technical Publications (MSTP) and internal style guides.

May 2010 to
July 2010

[Creative Circle, Seattle, Washington](#)

Worksite: Telecommute

Job Title: Technical Editor

Accomplishments: Assigned by Creative Circle to iSoftStone in Kirkland, Washington, I edited documentation meant for a mobile device developer audience for [AT&T Mobility](#). Quickly saved project timelines, which were in danger of not being met, when joined project while meeting AT&T's quality standards. The new AT&T website, only some of which I edited, went live after June 2010.

Tools: Microsoft Office 2007. Also, Microsoft Manual of Style for Technical Publications (MSTP) and internal style guides.

April 2010 to
May 2010

[COMSYS, Inc., Bellevue, Washington](#)

Worksite: Telecommute

Job Title: Editor

Accomplishments: Edited more documents for Microsoft Services Offerings.

Tools: Microsoft Office 2007. Also, Microsoft Manual of Style for Technical Publications (MSTP) and internal style guides.

February 2010 to
March 2010

[COMSYS, Inc., Bellevue, Washington](#)

Worksite: Telecommute

Job Title: Editor

Accomplishments: Edited documents as part of a team for Microsoft Services Offerings. Primary editing was for LCA (Legal) standards, although included all aspects of editing. This project definition was editing a specific batch of sales and technically oriented material in various formats (documents, spreadsheets, presentations). While COMSYS was a vendor to Microsoft, I was not a "v-dash" contractor (vendor).

Tools: Microsoft Office 2007. Also, Microsoft Manual of Style for Technical Publications (MSTP) and internal style guides.

January 2010

[Aquent, Seattle, Washington](#)

Worksite: Microsoft, Redmond, Washington. Windows Server UA Team

Job Title: Technical Editor

Accomplishments: Primarily edited documentation written by subject matter experts with some content writing for the system help of a product created for an IT audience.

Tools: Microsoft DxStudio 2007, Microsoft Word 2010, and Microsoft SharePoint. Also, Microsoft MSTP and internal style guides.

November 2008 to
December 2008

[Robert Half Technology, Seattle, Washington](#)

Worksite: Casey Family Programs, Seattle, Washington

Job Title: Technical Writer

Accomplishments: Documented tests used for in-house and commercial applications to verify basic operations after applying system patches. Created templates with instructions for performing the tests. Performed some of the tests.

Tools: Microsoft Office 2007, TechSmith SnagIt, and Microsoft SharePoint. Based documentation style on the Microsoft MSTP.

August 2008 to
September 2008

[COMSYS, Inc., Bellevue, Washington](#)

Worksite: Washington Mutual, Inc., Seattle, Washington

Job Title: Technical Writer

Accomplishments: Provided content for rollout of revised project management life cycle. Created macros for Word templates and various customizations for Excel templates.

Tools: Microsoft Office, Microsoft Project, TechSmith SnagIt, and Microsoft SharePoint. Also, AP Stylebook and Microsoft MSTP.

January 2008 to
July 2008

[AT&T Mobility \(Cingular Wireless, LLC\), Bothell, Washington](#)

Job Title: Senior Marketing Manager (for HR purposes)

Accomplishments: Created user interface text for on-line applications. Copywriter for web demonstrations, including marketing communications. Produced Flash presentations using Adobe Captivate. Edited the work of others.

Tools: Adobe Captivate, Adobe Photoshop, Microsoft SharePoint, and Microsoft Office. Also, Microsoft MSTP, AP Stylebook, and internal style and use guidelines.

February 2007 to
December 2007

[MediaPro, Bothell, Washington](#)

Worksite: Verizon Wireless, Bellevue, Washington

Job Title: Instructional Designer

Accomplishments: Designed and produced web-based training. Trained to use both learning content management systems in use.

Tools: Used Adobe Captivate, Adobe Flash, Adobe Dreamweaver CS3, Adobe Photoshop, Adobe Illustrator CS3, Adobe RoboHelp, Oracle PeopleSoft, and Microsoft Office products. Also, Microsoft MSTP and internal style guidelines.

March 2005 to
January 2007

[Intrepid Learning Solutions, Seattle, Washington](#)

Job Title: Technical Writer

Accomplishments: Created web-based training, including text, storyboards, graphics, HTML, and cascading style sheets.

Tools: Adobe Captivate, Adobe Flash, Adobe Dreamweaver, Adobe Fireworks, Adobe RoboHelp, and Microsoft Office products. Also, various Boeing style manuals, Gregg manual, and the Microsoft MSTP.

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October 2004 to
March 2005

[Physicians Micro Systems Incorporated, Seattle, Washington](#)

Job Title: Technical Writer (temporary)

Accomplishments: Produced various manuals and on-line help.

Tools: Adobe RoboHelp and Microsoft Office. Also, Microsoft MSTP.

May 2004 to
October 2004

Work Break

Recovering from the effects of treatment for cancer.

March 2000 to
May 2004

[Iron Mountain Incorporated, Boston, Massachusetts](#)

Worksite: Iron Mountain Off-Site Data Protection administrative offices in Renton, Washington

Job Title: Documentation Specialist (final title)

Accomplishments: Created manuals and help for SecureBase, SecureSync, and internal time management system. Performed occasional quality assurance work, including SQL tests. Repurposed existing and prepared new material for call center. Provided content for instructional designers.

Tools: Adobe RoboHelp, Adobe Dreamweaver, Adobe Fireworks, and Microsoft Office products. Also, Information Mapping techniques, Microsoft MSTP. Limited work with Adobe Framemaker.

Education and Training

University

[University of Sioux Falls, Sioux Falls, South Dakota](#)

No degree. Graduate and undergraduate courses related to secondary education.

[Missouri University of Science and Technology, Rolla, Missouri](#)

Bachelor of Arts (History). Also completed 75% of a Bachelor of Science in Electrical Engineering degree.

Training

Iron Mountain, Inc., Training, Boston, Massachusetts

Information Mapping Seminar (Class)

Caxton, Inc., Seattle, Washington

Framemaker Advanced Course.

Seminars

[WritersUA \(WinWriters\), Seattle, Washington](#)

Attended three WritersUA conferences.

Contact Information

E-mail mail@rrchapman.us

US Mail 4404 Terrace Drive, Unit 6
Everett, WA 98203

Telephone (206) 963-5260

Skype rrchapman.skype

Website, Samples <http://resume.rrchapman.us/>

Recommendations <http://www.linkedin.com/in/rrchapman>

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