



# Kevin Lewis

Professor of Practice in Technical and Professional Writing

Massachusetts

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Having worked as a writing practitioner for over 20 years, I believe students learn best by doing. For students of writing, “doing” means writing real-world documents. I also believe writing curriculums should embrace the use of technology—not only as an authoring tool but also as a medium for delivery. I have applied these philosophies with great success in my own writing courses in higher education.

## Professional and Academic Summary:

- Master’s Degree in Technical and Professional Writing
- 3+ Years’ Teaching Experience in Writing
- Full-time Instructor and Professor of Practice
- Course Delivery in Both Classroom and Online Format
- Published Work Including JavaHelp Book for O’Reilly
- 20+ Years’ Experience as a Professional Technical Writer

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## EDUCATION

### Master of Technical and Professional Writing

Northeastern University • Boston, MA • June 1998

**Final Defense Project:** Online help system with integrated computer-based training and dynamic content

### Bachelor of Science

Worcester State College • Worcester, MA • December 1992

**Major:** Natural Science • **Minor:** English, with Concentration in Writing

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## ACADEMIC APPOINTMENTS

### Professor of Practice in Technical and Professional Writing

WPI Department of Humanities and Arts • Worcester, MA • August 2017 - Present

### Associate Professor of the Practice

Virginia Tech Department of English • Blacksburg, VA • August 2016 - May 2017

### Instructor of Technical Communication

Virginia Tech Department of English • Blacksburg, VA • August 2014 - August 2016

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## HIGHER EDUCATION TEACHING EXPERIENCE

### Courses Taught

WPI Department of Humanities and Arts • Blacksburg, VA

- **ISE 1801:** Composition for Non-Native Speakers of English
- **WR 1010:** Elements of Writing
- **WR 1011:** Writing About Science and Technology

Virginia Tech Department of English • Blacksburg, VA

- **ENGL 3764:** Technical Writing (Classroom and Online Versions)
- **ENGL 3804:** Technical Editing and Style
- **ENGL 3814:** Creating User Documentation

- **ENGL 4814:** Developing Online Content

## Academic and Course Development

Virginia Tech Department of English • Blacksburg, VA

- **Technical Writing (Online) Instructor Handbook:** Guide that helps graduate teaching assistants and new faculty teach the online version of *ENGL 3764: Technical Writing*.

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### PUBLICATIONS

#### A Review of “Memes in Digital Culture”

Digital Humanities Quarterly • Fall 2016 • Volume 10 Number 2

Review of Limor Shifman’s book *Memes in Digital Culture*.

#### Creating Effective JavaHelp

O’Reilly • June 2000

Book explaining the JavaHelp platform and how technical communicators can create help systems using it.

#### Customizing Navigation Icons in JavaHelp

O’Reilly • June 2000

Web article explaining how technical communicators can enhance navigation components for JavaHelp systems by customizing the icons used in the table of contents.

#### Designing Message Boxes

Intercom • November 1998 • Volume 45 Issue 9

Article explaining what software application message boxes are, why technical communicators and developers should use them, and how technical communicators can help developers construct them.

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### CONFERENCES AND OTHER TEACHING

#### Instructor, HTML and Website Design

Assabet Valley Center for Continuing Education • Marlborough, MA • November 2004

Eight-week continuing education course on HTML and website design.

#### Speaker, Creating a JavaHelp System

Help Technology Conference • Boston, MA • August 2000

Conference presentation on the JavaHelp platform, JavaHelp implementations, and the components of a JavaHelp system.

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### PRESENTATIONS AND WORKSHOPS

#### Cover Letters

Virginia Tech Graduate School Student Services • Blacksburg, VA • October 2016 - May 2017

Recurring workshop on writing and customizing cover letters to support the job-application process.

#### Microsoft Word Basic Formatting

Virginia Tech Graduate School Student Services • Blacksburg, VA • October 2016

Workshop on formatting content and using styles in Microsoft Word to create professional documents.

## SERVICE

### Member, Professional and Technical Writing Committee

Virginia Tech Department of English • Blacksburg, VA • August 2014 - May 2017

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## ADDITIONAL EDUCATION

### Online Instructor Specialist Certification

Virginia Tech • Blacksburg, VA • June 2016

Seminar covering tools and pedagogies for teaching online courses both asynchronously and synchronously.

### ENGL 6344: Rhetoric in Digital Environments

Virginia Tech • Blacksburg, VA • Spring 2015

Doctoral course studying the uses of digital media in research, information development and sharing, and advocacy regarding public issues.

### Creative Writing Certificate, with Distinction

UCLA Extension • Los Angeles, CA • June 2014

Six-semester program on screenwriting for feature films, which included writing two original feature film screenplays.

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## PROFESSIONAL AFFILIATIONS

### Society for Technical Communication (STC)

June 1996 - Present

### Academic Special Interest Group (STC SIG)

June 2014 - Present

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## PRACTITIONER EXPERIENCE SUMMARY

With over 20 years of experience in technical and professional writing, I have written countless manuals and online documents, led technical writing groups as a documentation manager, and consulted with businesses to create or improve their publications. I have also worked with many of the preferred documentation tools necessary for creating content for print, web, and mobile documents and online help.

**Portfolio:** Samples of my work are available at [www.kevinlewis.com/portfolio.html](http://www.kevinlewis.com/portfolio.html).

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## PRACTITIONER EXPERIENCE DETAIL

### Documentation Consultant

Kevin Lewis Consulting • MA, CA, and VA • May 2007 - May 2017

Worked with clients to implement documentation strategies and wrote documentation deliverables including online help, guides, and technical documents.

- Client history includes diverse range of Internet and consumer product companies such as Yahoo!, Suzuki Motors, Southern California Edison, Greenwave Systems, and many more.
- Since number of clients and projects is extensive, I maintain a client list with descriptions at [www.kevinlewis.com](http://www.kevinlewis.com).

## Manager, Technical Documentation

**Iron Mountain Digital (Formerly Connected) • Southborough, MA • June 2001 - March 2006**

Supervised team of seven technical writers to deliver documentation for administrators and end users of data-backup software and administration tools that spanned multiple desktop and SaaS applications.

- Mapped group's direction, designed infrastructure for deliverables, and guided group in setting project goals.
- Developed strategy to automate and sell customized documentation to business partners.
- Managed integration of technical writers and documentation deliverables during company acquisition.
- Coordinated localization and translation of product documentation.
- Used FrameMaker, Word, WebWorks, and RoboHelp to write manuals, online help, and knowledgebase articles.

## Principal Technical Writer

**HighPoint Systems • Lexington, MA • January 2000 - January 2001**

Wrote online help and guides for administrators and end users of repeat-order e-commerce platform and consumer apps.

- Used RoboHelp and Word to write installation manuals, administration guides, product datasheets, and online help.
- Implemented documentation strategies and established corporate standards for documentation and UI text.
- Supervised personnel involved in the development of documentation and training material.

## Lead Technical Writer and Course Developer

**IDX Systems (Acquired by GE Healthcare) • Boston, MA • September 1996 - January 2000**

Wrote product documentation and created training material and systems to support data warehousing, relational reporting, and patient management applications for healthcare industry.

- Used FrameMaker, Word, Doc-to-Help, and RoboHelp to write user guides, installation manuals, and online help.
- Designed and integrated computer-based training, multimedia, and dynamic database content with online help.
- Researched, planned, and designed web framework for company's online university.
- Wrote functional specifications and implemented design specifications for online university.
- Assisted trainers with the design and development of computer and web-based training systems.