



Kevin Lewis

Technical Writer, Manager,
and Instructor

Worcester, MA

mail@kevinlewis.com

www.kevinlewis.com

Versatile technical writing professional with over 25 years of experience documenting software products and services. Consistent success working independently and with teams to research end-user and technical concepts, organize and write information into structured content, and develop online help, tutorials, and web-based documents.

Areas of expertise include:

- Online Help
- User & Admin Guides
- Tutorials & Online Demos
- Classroom Instruction
- Structured Authoring
- RoboHelp, HTML, & DITA
- SaaS, PaaS, & IoT Documentation
- Project Planning & Management
- Localization & Translation
- Interfacing with Global Teams
- Start-up Strategies & Deliverables
- Doc Team Management

EXPERIENCE

Assistant Teaching Professor in Writing

WPI • Worcester, MA

July 2017 - Present

Develop curricula, teach writing courses, and serve as Director for the university's Professional Writing program.

- Direct and manage the Professional Writing program.
- Teach practitioner skills in technical writing, business communication, and web content and tutorial development.
- Create and deliver online classes and training modules using Camtasia and learning management system.

Associate Professor of Practice—Professional and Technical Writing

Virginia Tech • Blacksburg, VA

August 2014 - May 2017

Developed curricula and taught technical writing, editing, online content, and user documentation courses for professional and technical writing program in the university's English department.

- Taught single sourcing and structured authoring through DITA and Oxygen XML Editor.
- Created and delivered online classes and training modules using Captivate and learning management system.
- Wrote instructor handbook for teaching assistants and faculty to teach online technical writing course.

Documentation Consultant

Kevin Lewis Consulting • MA, CA, and VA

May 2007 - May 2017

Worked with clients to create technical documentation, strategies, and processes. Clients and projects included:

Electric Power Group (EPG), Pasadena, CA: Developed software documentation sets and processes and wrote online help and user guides for engineers using electrical grid monitoring system.

- Used RoboHelp to write, single source, and generate content into online help and user guides for 8 products.
- Designed documentation processes, templates, and strategies for company with no documentation team.

Inventory Optimization Solutions (IOS), Aliso Viejo, CA: Upgraded online help platform and provided ongoing content updates to online help and quick-step guides for end users of SaaS healthcare inventory management system.

- Upgraded web-based help platform using RoboHelp and designed template for quick-step guide using Word.
- Designed and developed prototypes of web-based demos and tutorial modules using Captivate.

Greenwave Systems, Irvine, CA: Developed product documentation sets and processes and wrote online help and user guides for administrators and end users of IoT consumer electronics and mobile apps.

- Used Dreamweaver to develop help platform that allowed business customers to brand and customize help content.
- Worked with global teams and international customers to manage localization and translation of content.
- Implemented standards for consistency across documentation and UI text for company with no documentation team.

Crescent Healthcare, Anaheim, CA: Wrote online help and guides for administrators and users of SaaS pharmacy application.

- Customized web-based help delivery for application built on Salesforce platform.
- Designed and developed prototype of web-based tutorial modules using Captivate.
- Developed documentation processes, templates, and strategies for company with no documentation team.

Yahoo!, Burbank, CA: Wrote online help and architecture documentation for engineers, administrators, and end users of search advertising platform and SaaS application.

- Wrote web-based help for search advertising platform accessed by millions of Yahoo! customers and users worldwide.
- Assisted technical writers with writing system architecture documentation using FrameMaker.
- Assisted globalization managers with content localization and translation processes.

WebVisible, Irvine, CA: Developed software documentation sets and processes and wrote online help and product documentation for engineers, administrators, and end users of search advertising platform and SaaS application.

- Wrote web-based help and search advertising guides using RoboHelp.
- Assisted developers with writing API documentation for search advertising platform's web services.
- Developed documentation processes, templates, and strategies for company with no documentation team.

Manager, Technical Documentation

Iron Mountain Digital (Formerly Connected) • Southborough, MA

June 2001 - March 2006

Supervised team of 7 technical writers to deliver documentation for administrators and end users of data-backup software and administration tools that spanned multiple desktop, server, 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.

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.

SKILLSET

Tools:

- RoboHelp
- Oxygen XML Editor
- Dreamweaver
- Captivate
- Camtasia
- Word & Google Docs

Technologies:

- HTML Help & WebHelp
- DITA
- Learning Management Systems
- HTML5 & CSS
- SaaS, PaaS, & IoT
- Relational Databases

EDUCATION

Master of Technical and Professional Writing
Northeastern University • Boston, MA • June 1998

Bachelor of Science in Natural Science
Worcester State College • Worcester, MA • December 1992

PORTFOLIO

Samples of my work, including my JavaHelp book published by O'Reilly, are available at www.kevinlewis.com/portfolio.html.