

Jonathan Leer

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Summary

I am a technical and business communications professional with extensive experience in high-tech, financial, healthcare, and manufacturing industries.

Education

Rensselaer Polytechnic Institute, B.S. in Communication

Writing/Publishing Applications

Framemaker, Microsoft Office, Madcap Flare, RoboHelp, AuthorIT, InDesign, Confluence
Markdown, vi, Mindtouch

Visio, BrainShark, Camtasia, Captivate, CorelDraw, Adobe Acrobat Pro, Dreamweaver, Adobe Illustrator

Technology Tools

OS: Windows, MAC, UNIX/LINUX

Languages: HTML, Javascript, XML, Java, C#, VBA

Database: SQL, Oracle, MySQL, NoSQL

Development Tools and Environments: SQL Server, BizTalk, .NET, Visual Studio, Swagger, MuleSoft, Agile

Content Management Systems: Documentum, Sharepoint, Confluence, Mindtouch

Customer Relation Management: Salesforce, Microsoft CRM

Product Lifecycle Management: Oracle Agile PLM

Source Control: TFS, VSS, Accurev, Vault, CVS, TFS, SVN, Git

Experience

Altran

World Leader in Engineering and R&D Services

Contract 3/18 –5/18

Propose and implement new offline/online Help system to support customer's (Flow Corporation) new software water jet cutting machines.

Sig Sauer

Manufacturer of firearms

Contract 1/17 –3/18

Write/edit online Help system and training materials for Continuous Process Improvement group to support Agile Product Lifecycle Management solution and supporting modules (e.g., PPM, QPM), to be used by all manufacturing Project Managers and team members. Document Java event workflows.

Projects include: Agile User Help, Admin Help, Standard Work Help (including creating over 40 screen capture videos with voiceover using Camtasia and Captivate), EBS User Help, EBS Admin Master Setup.

Logic Supply

Industrial and Embedded Computers & Components

Multiple Projects (10/17 and 2/18)

Write user guides for custom motherboards/BIOS, listing all specifications, descriptions, and parameter options.

Cabral Communications

B2B content creation firm for technology industry

Contract 7/17-1/18

Write technical marketing content for clients, including:

“Tech Brief: 5 Misconceptions about Composable Infrastructure” (for client), July 2017

“White Paper: Virtualization Services” (for client), Aug. 2017

Several Backup and Disaster Recovery Solution Blogs (for client (Sept 2017-Jan 2018):

- Blog: Ensuring Your Data is Intact and Ready When You Need It Most
- Blog: How to Prevent Technical Issues from Interfering with a Successful Backup
- Blog: How Do You Know if Your Backup Is Secure?
- How Can I Manage a Full-Time Disaster Recovery Effort on My Part-Time Budget?
- How Can I Create a DR Strategy without a Second Data Center?
- How to Choose the Right Disaster Recovery Partner

Lightower Fiber Networks

Provider of custom, high-capacity network services

Multiple Projects

Contract 2

8/15 – 1/17

Manage content projects and writers for CRM, Design and Construction, and Provisioning Services teams

Manage writer and editor resources by assigning writing, discussing document structure and schedule, and providing access to style guide, stakeholders, VPN, writing tools, and customer applications

Interface with the Project Managers for status, timeline, and change management

Advise writers and managers on publishing best practices

Manage document cloud storage and shares

Contract 1

1/13 – 8/15

Rewrite employee user guide for company CRM to reflect all departmental workflows

Interface with the Project Managers for status, timeline, and change management

Advise on publishing best practices

Manage document storage on company servers

EMC-RSA

Developer of Security, Compliance, and Risk-Management Solutions

9/12 – 9/16

Upgrade and write documents to support RSA Professional Services consultants deploying services to customers for RSA Archer GRC, NetWitness Logs/Packets/Endpoint, SecurID, SECOps, ACD, and IR solutions

Research technical guides, interview SMEs, and post content to content management system libraries for access by Sales, Customer Support, and Partners

Write customer enablement collateral

Manage archive, and internal and external-facing content libraries

Tag and promote all content assets for easy access by target audiences

SimpliVity

Provider of hyperconverged infrastructure for virtualized workloads

4/15 – 8/15

Write online help, quick reference guides, and training content for Global Customer Support personnel

Interview developers and Customer Support personnel for details about product releases and troubleshooting

Participate in software release knowledge transfer sessions presented by developers for planning content development

Create content publishing templates and processes

Work with UX designers for knowledge base portal design and uploading data/content

Geni Networks (Savviz, LLC)

Consulting group for Korean technology companies

4/15 – 10/15

Edit marketing collateral on company leadership, and mission, products

Create online user and concept content in Confluence to support Geni Networks' Network Access Control solution

Work directly with the CTO to identify and document system components, best practices, and deployment and configuration procedures

D-Scape Interactive, LLC

Developer of e-media tools

2/15 – 3/15

Edit training module for Siemens Fire Alarm systems and create associated script

VFA

Developer of capital planning, reporting and analytical tools for real estate management

8/14 – 10/14

Import existing Word documents into AuthorIT system for online distribution

Create single-source content to support Data Manager Tool and APIs

Reference in Confluence for project information.

Nexaweb

Provider of rapid development software for creating mobile, tablet, and web applications

8/14 – 10/14

Edit and rewrite web-based tutorial, design, administrator, and developer guides for mobile development tools

Harvard University

Library Technology Services

6/14 – 8/14

Migrate content from existing wikis to a centralized Confluence wiki

Document library system architecture and Disaster Recovery Plan

Clean Harbors

Provider of environmental, energy and industrial services

11/13 – 12/13

Write narratives for SOX 404 filing, documenting integration of financial data from acquired Safety Kleen to Clean Harbors financial systems

Interview engineering consultants building the databases and migrating data

Work with internal auditors to ensure all controls were documented to ensure successful audit and report filing

Fidelity IWS

Financial brokerage

6/13 – 2/14

Write internal and client-facing documentation to support APIs and cloud-delivery of client integrations

Interview API and enterprise security gateway development teams about features, concepts, and deployment best practices

Kronos

Manufacturer of workforce management software

6/12 – 8/12

Document Kronos Cloud Hosting solution infrastructure

Advise new datacenter staff on development of knowledge base to support Customer Support

Reference Confluence for project information

Bradford Networks

Manufacturer of Network Access Control Solution

Multiple Projects

Contract 3

6/15

Document Professional Services best practices for on-premise and hosted installations, and upgrades

Contract 2

9/09 – 4/12

Revise knowledge base for Salesforce upgrade

Redesign customer and partner portals

Migrate content between Salesforce and hosted portals

Design and write elearning programs and web-based, on-demand Brainshark videos for employees, customers, and partners

Create content for Salesforce email campaigns to support new service offerings

Mine data from Salesforce Sales opportunities and case management records for content development

Design Customer Support call center workflow

Contract 1

1/08 – 5/09

Create and improve knowledge base content

Mine cases and interview SMEs to write, edit, organize, and format internal and customer-facing solutions. Improve access to alerts, how-tos, documentation, solutions, and cases, and greater awareness/use of the knowledge base by internal personnel, customers, and partners

Propose single-source, on-line Help solution for print and HTML publishing

Design a training program for administrators and train-the-trainers

Write Professional Services collateral

Scribe Software

Developer of no-coding solutions for integrating application, data source or SaaS platform

7/09 – 09/09

Update and add online Help content to its Insight product

Write a “Getting Started” guide for Partners that included tutorials, product overview, and strategy for common customer scenarios

Concord Group Insurance

Brokerage for auto and property/casualty insurance

9/04 – 8/15

Create system documentation to support migration of all insurance systems from mainframe to .NET environment, including policy administration, claims, billing, bank applications, data warehouse, and portal administration

Upgrade documentation to reflect Change Management

Adapt documentation control for Agile Scrum environment

Health Dialog

Developer of web-based healthcare information systems for the health insurance industry

2/07 – 5/07

Coordinate and deliver all documentation and knowledge transfer collateral to support web-based Patient Health Record project and Patient Health Assessment project

Develop a documentation plan to satisfy SOW deliverables

Interface with Subject Matter Experts to retrieve and edit documents, write missing documentation, and post all to SharePoint for easy team retrieval, signoff, and delivery

Fallon Clinic

Leading healthcare company in Central Massachusetts

2/03-4/03

Research and write policies to comply with HIPAA Privacy and Security regulations.

Houghton Mifflin

Leading publisher of university textbooks

3/01 - 3/02

Write online Help system for an Internet course management system (see <http://www.eduspace.com>). Also: WebHelp for Content Management utilities, WinHelp for Microsoft Word templates for textbook authors, XML Content Reference, Best Practices Guide for Internal Use

Tecnomatix-Unicam

Leading provider of integrated software solutions for the electronics assembly industry

11/00 - 9/01

Write operation guides: Product Development Processes Guide (software development), Customer Support Processes Guide, and additional marketing collateral for European distributor