

Dave Truman

<http://ca.linkedin.com/in/davetruman>

dave.truman@gmail.com

(647) 785-6643

Burlington, Ontario

Information Architect / Technical Writer

Technically-oriented writer and innovative content strategist with 20 years of varied experience in the commercial B2B software industry. Goal-driven, detail-oriented, and flexible, I thrive on ambiguity and tackling content challenges to make technology easier to use and more effective.

SKILLS AND QUALIFICATIONS:

- Microsoft Word, Excel, and PowerPoint (advanced)
- Technology Analysis, Project Management, User Experience Design (UX), Business Analysis
- Marketing Writing, Technical Writing, Editing, Publication Design, Large Website Design
- Axure RP, Balsamiq, Visio, Microsoft Project
- Adobe FrameMaker, Acrobat, WebWorks ePublisher, InDesign, SnagIt, Camtasia
- eBook Design and Production, EPUB
- HTML, CSS, jQuery, PHP, JavaScript
- XML, XSLT, Jenkins, Windows / Linux shell, ant
- SDLC, Scrum Agile, JIRA, SVN, Git, Java
- Firebug, Microsoft Expression Web, Fireworks
- WordPress, Confluence Wiki, SharePoint
- Apache and IIS HTTP servers, Google SiteSearch, Adobe SiteCatalyst, Google Analytics
- Responsive Design, Cross-Browser/Device Testing
- Application monitoring software, Databases

PROFESSIONAL EXPERIENCE:

Technology Writer, Information Designer

Freelance 2014 to present

- Independent consultant providing technical writing, information architecture, content marketing, and technology analysis services to clients worldwide - <http://davetruman.com>

Information Architect / Project Manager

Dell Software Canada (formerly Quest Software) Toronto, ON 2008 to 2013

- Designed and built award-winning web site for product documentation called Foglight eDocs (<http://edocs.quest.com>) with modern navigation and task-based organization, using CSS framework, jQuery UI, and PHP for front end; designed to work on all browsers and mobile
- Managed eDocs project SDLC including initial planning, wireframing, creating tasks and sprints using JIRA, iterative delivery, QA, load testing, and production launch
- Coordinated implementation and approval with stakeholders and departments across the company including Legal, Marketing, IT (web and infrastructure teams), and Support
- Communicated project updates to stakeholders and externally to customers, managing change
- Built automated document conversion system using custom scripts, WebWorks ePublisher, and continuous integration software

Senior Writer, Marketing

Quest Software Inc. (formerly Sitraka) Toronto, ON 2002 to 2008

- Managed and maintained corporate intranet used by over 3000 employees, working with stakeholders to coordinate content updates and roll out new features such as internal blogs
- Redesigned information architecture of intranet as part of redesign, improving organization, navigation, accessibility; increased views by over 100%
- Authored a wide variety of product marketing and technical content including datasheets, white papers, ghostwritten technical articles, press releases, and email blasts

Technical Publications Manager

Everypath Inc. Toronto, ON and San Jose, CA 2001 to 2002

- Managed geographically-dispersed 5-person team in Agile start-up environment to document wireless software product
- Designed documentation development / delivery system to provide single-sourced information for both internal and external audiences
- Downsized team and managed handoff of Documentation assets at shutdown

Manager, Technical Publications 1996-2001

Senior Technical Writer, Team Leader 1993-1996

Sitraka Inc. Toronto, ON

- Accountable for delivering high-quality, effective end-user documentation for five product lines and over 20 products (several projects simultaneously) – on time and on budget
- Managed 6-person team, including: hiring, training, project/task assignment, project management, supervision, and evaluation
- Defined Sitraka’s documentation development processes, templates, tools, workflow, single-sourcing, quality assurance, and production
- Provided high-level editing support to the primary writer on a project; served as coach/mentor to junior writers
- Produced printed and online (PDF, WinHelp, HTML) documentation for many new and updated product releases for Motif, Windows, and Java developers; responsible for all phases and tasks from document design through final print production

EDUCATION:

Bachelor of Arts Honours Degree, Mass Communications and English

York University Toronto, ON 1991

- Mass Communications senior paper on ISDN awarded third-highest grade in program

PROFESSIONAL DEVELOPMENT AND VOLUNTEER (selected):

Discover Microsoft Excel 2013: Basic and Advanced Technology Skills 2014

Silicon Halton Membership Manager Volunteer 2013 to present

DISC Communication Styles Course APEX Performance Strategies 2008

Situational Leadership II Workshop The Ken Blanchard Companies 2003

WebWorks Publisher Course Front Runner Inc. 2000

Publications Management Clinic 2000 Solutions Inc. 2000

INTERESTS:

- Photography and video production; Reading and writing; Lego