



## Customer-Focused Senior Technical Writer



### Translate tech talk and deliver just-in-time information

Broad documentation and learning development expertise, including user manuals, online help, e-learning, editing, and user interface design. Quickly learns technical topics and communicates them to intended audiences. Award-winning ability to maintain engagement with a remote team and deliver high-quality, user-centered content on tight deadlines.

## Technical Skills

- Software:** MS Office (Word, PowerPoint, Excel), G Suite, Visio, RoboHelp, MadCap Flare, Articulate Studio, Adobe Captivate, Photoshop, SnagIt, Skype, Adobe Acrobat, Camtasia
- Operating systems:** Windows, Mac OS
- Platforms:** Google Cloud Platform (GCP), Amazon Web Services (AWS), Confluence, Moodle LMS, SuccessFactors LMS, WordPress, SharePoint, DotNetNuke (DNN), Jira, Figma
- Methodologies:** Agile, Software Development Lifecycle (SDLC), SCORM, AICC, AP Stylebook, Microsoft Manual of Style for Technical Publications (MSTP)
- Technologies:** JSON, HTML, HTML5, XHTML, CSS, MySQL, XML, jQuery, Python, JavaScript, DITA

## Professional Experience

### Technical Writer/Editor | [Equifax](#) 2017 - Present

- Documented web applications during Equifax's transformation to a cloud-native data and analytics company. Delivered user guides, API endpoints, release notes, technical runbooks, training collateral, and demo videos.
- Coordinated documentation releases in an Agile, sprint-based development environment.
- Collaborated with international subject matter experts and product owners to document best practices.
- Evaluated online help vendors and proposed online help solutions to move the company's PDF-based user guides to a web-based platform.
- Mentored junior technical writers in documentation best practices.

### Technology Integration Specialist (100% remote) | [Sears Holdings Corporation](#) 2000 - 2017

- Drove higher sales completions and customer satisfaction scores by writing, designing, and developing e-learning courses in Articulate and Captivate, which trained associates on product knowledge.
- Facilitated remote and in-person task analysis sessions to obtain documentation best practices, improving operational knowledge of field associates and the web app skills of corporate associates.
- Developed e-learning scenarios accessed by store associates on Point of Sale (POS) systems, which increased floor time and reduced learning hours spent in training rooms.
- Improved mobile accessibility for sales floor associates by developing mobile-friendly intranet product websites.
- Migrated, supported, and administered four different Learning Management Systems (LMSs) used by over 100K associates.
- Investigated and answered over 50 store Help Tickets per day regarding company LMS, and logged issues/bugs in Jira for developers. Received 2014 Q1 Sears Integrated Learning Solutions Divisional Recognition Award for being #1 Help Ticket closer company-wide six times and resolving 6.5K+ that year.



## Fiction Author | [Amazon author profile](#)

2010 - Present

- Wrote and published ten novels (and counting), all available in print and ebook formats.
- Evaluated, interviewed, and hired vendors for copy editing and cover design.
- Developed and implemented data-driven marketing strategies (newsletters, review submissions, ad campaigns, and promotional materials) that increased sales and readers.

## Freelance Writer and Web Designer | [robsteiner.net/pro](http://robsteiner.net/pro)

2000 - Present

Wrote web copy, book reviews, magazine articles, style guides, press releases, newsletters, job aids, software manuals, online help, case studies, etc., specializing in high-tech subject matter. Developed websites with XHTML, CSS, PHP, MySQL, and JavaScript for small businesses.

- Enabled clients to market and sell services by designing sites to W3C DOM and 508 accessibility standards.
- Wrote and developed content for a DotNetNuke (DNN) corporate intranet, facilitating distribution of human resource information and company news to a nationwide employee audience.

## Additional Experience

Information Architect | [Flagstar Bank](#) | Troy, MI

Contract Technical Writer | [Compuware](#) | Farmington Hills, MI

Senior Technical Writer | [Tyler Technologies \(formerly New World Systems\)](#) | Troy, MI

## Education

**Bachelor of Science (BS)**, Journalism, Western Michigan University, Kalamazoo, MI. Graduated *magna cum laude*.

## Organizations and Certifications

[Amazon Web Services \(AWS\) Certified Cloud Practitioner](#)

2019 - 2022

[Google Cloud Platform \(GCP\) G Suite Certification](#)

2019 - 2021

[Information Mapping Certification](#)

2015 - 2018

[Society for Technical Communications](#)

1996 - Present