Steve Straight | Contact Information

Steve Straight

Technical Writing Manager | Information Designer

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Steve Straight | Summary

SUMMARY

" I am a skilled and motivated documentation team leader with a broad understanding of and real passion for what I do. I have 12 years' experience managing projects and people, launching new documentation initiatives, improving processes, and incorporating new technologies that help writers work more efficiently and make documentation more useful. I am an excellent multitasker, problem solver, motivator and communicator. I approach every challenge with enthusiasm and a dogged determination to succeed. "

Steve Straight | Core Competencies

CORE COMPETENCIES

Documentation and training team management
I am a successful team leader, motivator, and conflict resolver. I have managed local and remote teams of up to 25 technical writers, editors, courseware developers, trainers and production staff on multiple continents.

DITA/XML/CMS
I have extensive experience managing the conversion of technical documentation into structured DITA/XML formats using a variety of tools and methods, and managing that content with a content management system (CMS).

Project and budget management
I understand and employ best practices for project management and budget forecasting and reporting, and I consistently deliver output that is on time and under budget. I am adept at creating efficient processes that minimize waste and redundancy.

Content development
I know how to develop clear, concise technical documentation and create taxonomies that minimize word count and maximize the benefit to the user.

Steve Straight | Professional Experience | Director, Technical Publications and Training

PROFESSIONAL EXPERIENCE

TruePosition, Inc. Berwyn, PA and Westborough, MA
Director, Technical Publications and Training
April 08–Present

> Directed teams of 8–18 technical writers and courseware developers/trainers stationed in the U.S and India.

> Led and completed the modularization of 8000 printed pages of highly technical documentation from the FrameMaker and RoboHelp source into DITA-compliant XML with a reduced staff and without compromising extant workloads and deadlines.

> Successfully implemented the IXIA DITA CMS for development and delivery of all technical content. Worked closely with my staff and the vendor to identify and press delivery of requirements, enhancements, and bug fixes.

> Managed all deliverables from third-party vendors, including PDF, HTML, and RTF content output engines and DITA training. Performed negotiations, managed delivery schedules, and drove the quality of deliverables.

> Worked closely with the QA, R&D, and customer-facing teams to develop documentation development processes that reduced effort and time to market by 50%.

> Rolled out fundamental changes to documentation review tools and processes across the company. Evangelized the changes, trained users, resolved conflicts and misunderstandings, and pressed the tool vendor hard to resolve bugs.

> Championed an initiative to replace PDF deliverables with an online documentation portal. Worked with Systems Engineering to develop product requirements and my staff to develop technical requirements. Developed new internal processes based on the portal that will greatly reduce documentation bug resolution time.

> Led the External Documentation process initiative, bringing together representatives from throughout the company to find ways to improve documentation quality and reduce development time.

> Currently working with field support staff to develop ways to consolidate disparate customer information and allow our field technicians to generate market-specific documentation using common topics.

> Maintained all budgets and delivered all forecasts and reports for my departments. Consistently remained at or below all budgetary guidelines.

> Performed all performance evaluations and promotions for my teams. Collaborated with my employees to create measurable, attainable goals. Worked with HR and the VP of R&D to correct improper title assignments. Managed difficult employee issues and performed terminations due to force reductions and cause where necessary.

> Took on a large share of the writing tasks while managing the department.

Steve Straight | Professional Experience | Documentation Manager

PROFESSIONAL EXPERIENCE

Software.com | Openwave Systems Burlington, MA
Documentation Manager | June 00–April 08
Special Technologies Manager | June 99–June 00
Senior Technical Writer | February 99–June 99

> Managed teams of up to 25 technical writers, courseware developers, editors, and production staff stationed in the U.S., U.K., India, and Japan.

> Directed the development of highly technical information about Openwave's messaging, handset, location, and messaging gateway software products.

> Maintained morale and provided strong leadership in a challenging economic and cultural environment.

> Led the adoption and migration of modular documentation in XML from linear FrameMaker source.

> Created new and improved existing time and project management tools using Excel and Access.

> Produced messaging software documentation in PDF, web-based, online, and DITA/XML formats using FrameMaker, Acrobat, WebWorks, and the SiberSafe CMS.

> Led the adoption of new writing styles and templates, resulting in improved usability and a 30% overall reduction in documentation size.

> Delivered multiple, varied documentation sets within tight release schedules.

> Initiated the concept and developed online documentation for a new web-based GUI using RoboHTML.

> Developed installation and upgrade guides for email server software in FrameMaker.

> Tested and troubleshot software installation in UNIX.

> Coordinated writing tasks among several writers and prepared documentation plans for multiple software releases.

> Used conditional text to deliver product- and customer-specific documentation.

Steve Straight | Professional Experience | Online Help Developer

PROFESSIONAL EXPERIENCE

Marc Ponton Corporation New York, NY
Online Help Developer | 98–01
contract position

> Worked as sole writer to develop context-sensitive online help for client-based sales management system using RoboHelp.

> Maintained multiple versions of help for different customers.

> Tested and troubleshot hookups and links.

> Planned and implemented all style and formatting decisions.

Steve Straight | Professional Experience | Information Designer

PROFESSIONAL EXPERIENCE

D&B Software/Geac Computer Systems
Westborough, MA
Information Designer | 93–97

> Wrote and edited online help systems and user guides for a large, integrated manufacturing/financials ERP product.

> Planned and executed all phases of electronic and hard copy documentation, from concept through production.

> Redesigned existing documentation for conversion to hypertext format.

> Participated in design reviews, customer development conferences, and code evaluations for new products.

> Assisted in the development of educational materials.

Steve Straight | Professional Experience | Technical Writer

PROFESSIONAL EXPERIENCE

Marcam Solutions, Inc. Newton, MA
Technical Writer | 97–99

> Developed online help and print documentation for Customer Order Management and Quality Management modules using RoboHelp and FrameMaker.

> Edited system error messages.

> Maintained Microsoft Access online help information database.

> Created custom help projects for usability testing.

> Wrote and maintained Euro implementation guide.

> Developed product release notes and "readme" files.

Steve Straight | Education

EDUCATION

Northeastern University Boston, MA
Master of Technical and Professional Writing | 99

Fitchburg State College Fitchburg, MA
BS Communications/Media | 95

Brandeis University Waltham, MA
Graduate courses in Software Engineering | 02–04

Steve Straight | Tools & Technologies

TOOLS & TECHNOLOGIES

Proficient in
> Acrobat
> ClearQuest
> Cognos
> DITA
> FrameMaker
> HTML
> IXIA DITA CMS
> Mac OS
> Oxygen
> RoboHelp
> Visio
> Windows OS
> WinHelp
> Word, Excel, PowerPoint, Access, SharePoint, Project
> XML & XML Mind

Familiar with
> C++
> ClearQuest
> CSS
> DocBook
> Eclipse
> Gimp
> Illustrator
> InfoPath
> Java
> SiberSafe
> XSLT
> XHTML
> UML
> UNIX
> Version1
> WebWorks

Steve Straight | Activities & Awards

ACTIVITIES & AWARDS

TruePosition, Inc. Berwyn, PA
Leadership Award | 12

> For successful implementation of a CMS with a 75% staff reduction.

**Content Management Strategies/
DITA North America conference** Baltimore, MD
Speaker | 11

> Presented *DITA or Bust: How we succeeded in spite of everything.*

Society for Technical Communications (STC)
Co-Coordinator, Boston/New England Online Documentation Competition | 07, 08
Management SIG | 06–Present
Boston Chapter Member | 01–Present