



CHUCK MARTIN

Technical Writer | writeforyou.com/portfolio/
Creating better user experiences by creating better information experiences

Summary

- Senior-level content subject-matter expert with a Bachelor of Science in Technical Communication
- Develops clear, accurate, well-organized, high-quality information that helps product users succeed, information such as software documentation, release notes, UI text, and more
- Brings broad technical know-how and a deep knowledge of content development tools, processes, and concepts, complemented by a solid understanding of software development and information architecture
- Experience solving strategic or deeply complex documentation scenarios in a cross-team environment
- Passion for technology, for helping others understand how complex systems work, and especially for doing the work that is technical writing

Skills

Core Competencies: Software documentation development, UI/UX writing, information architecture, content strategy, topic-based and structured authoring, topic & content patterns, minimalist writing, content reuse, audience & task analysis, UX design & development

Tools: Madcap Flare, Zendesk Guide, Atlassian Confluence, ProProfs Knowledgebase, Adobe FrameMaker, Adobe RoboHelp, Adobe Dreamweaver, Visual Studio Code, WebWorks Publisher, Microsoft Word, Paint Shop Pro, Adobe InDesign, Sketch, Snagit, Jira, Perforce, Git/GitHub, Agile/SCRUM, wikis, CMSs, static site generators, WordPress

Technologies: HTML/web Help, Windows Help, UI text, user interface/experience design, Oracle Help for Java, QuickHelp (Mac), desktop & cloud application development, networking, security, governance

Languages: HTML/XHTML (r/w), CSS (r/w), JavaScript (r/w), Python (r/learning), XML (r/w), Java (r), Visual Basic (r/w), WordBasic (r/w), Swift (r/w), Markdown (r/w)

Platforms: Windows, macOS, web/cloud/SaaS, mobile/iOS/Android, UNIX/Linux

Audiences: Consumer end users, business end users, administrators, security/governance/compliance officers, network administrators, developers

Experience

Apr 2020–Mar 2025 • Box

Designed processes and templates for and produced release notes in Microsoft Word for high-value customer segment. Developed product documentation in Zendesk Guide for administrators and for users of security, compliance, and governance functionality. Found and filled documentation gaps. Advised UX designers on UI text. Drove adoption of Jira project to track and prioritize documentation development work. Created department Confluence space to codify team processes and contain company style guide.



twriter@sonic.net



415-519-3561



linkedin.com/in/twritr

May 2018–Apr 2020 • Agari

Developed admin/user guides in MadCap Flare for suite of SaaS email security products. Designed PDF and online help layouts. Created single content repository and connected it to GitHub for source control. Used conditional content to produce output for both company and partner products. Managed tasks with Jira Kanban board.

Nov 2017–Feb 2018: Independent Contractor

- Google, Sunnyvale, CA: Developed an accessibility help center for internal employees. Fixed documentation bugs from team backlog.
- Apttus, San Mateo, CA: Developed new content and revised existing installation and configuration (onboarding) content, security content, and app tool content in Confluence wiki for administrators and business operations audiences. Created ERDs.

Mar 2014–Aug 2017 • ItsOn

Developed task, conceptual, reference, and tutorial online help content in ProProfs Knowledgebase for technical, business operations, analytics, and support users of SaaS application. Designed topic and content patterns for different types of reader needs. Reused content with snippets and variables. Tested content for validity. Wrote CSS to produce branded topics and well-formatted PDF files. Migrated content set from Confluence to HelpIQ. Identified content needs and created Jira tasks to track work.

Responsible for all web (SaaS) app and mobile app UI text, including buttons, labels, titles, and messaging. Found and eliminated duplicate text. Created consistent content patterns to aid in clarity and translation. Trained UX designers in content principles.

Oct 2012–Oct 2013 • Aruba Networks

Developed and updated procedural, conceptual, and reference content in MadCap Flare to document new and updated features for ClearPass Policy Manager web-based software that controls WiFi access. Chunked long topics and reorganized information to identify content that could be reused. Used conditional content to produce output for both company and partner products. Developed HTML5-based online documentation for ClearPass Workspace, a new web-based mobile device management product.

Jul 2011–Aug 2012 • Model N

Developed content in FrameMaker for enterprise-level suite of web applications. Added API content pages to HTML Help system for developers. Created entity relationship diagram (ERD) documents for specific product areas. Managed all UI content. Re-architected existing content, driving topic-based development and using audience and content analysis to eliminate redundancy, and to make the language simpler, more straightforward, and directed toward the specific user types.

Dec 2010–Aug 2011: Independent Contractor

- Hewlett-Packard, Palo Alto, CA: Revised computer setup wizard UI text, making it clear and consistent, less jargony, less wordy, and friendlier. Suggested content layout to make workflow clear.
- Obscura Digital, San Francisco, CA: Developed hardware/software user and maintenance guide for unique data-driven multimedia installation.

Feb 2006–Aug 2009 • Intuit

Designed and coded conceptual, task, and contextual HTML-based online help topics for new and updated online banking features in QuickBooks. Coded conditional content for different software versions. Created CSS and JavaScript code to improve user experience with help. Created UI text for new features.

Updated content for administrators to install and configure QuickBooks on a network. Created and iterated UI design ideas with XD team members. Participated in usability testing and developed design ideas based on user feedback. Created planning documents to estimate/manage work. Participated in team's TSP planning and daily scrum meetings. Created and updated knowledgebase articles using web-based content management software. Helped co-workers with technical and workflow issues as Tech Lead. Implemented ideas for workflow improvement.

Education

University of Washington, Bachelor of Science, Technical Communication

Relevant classes:

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| • Computer Science I | • Introduction to Engineering Graphics | • Cultural Interactions |
| • Computer Science II | • Computers in Technical Communication | • Research in Technical Writing |
| • Introduction to Technical Writing | • Style in Technical Writing | • Computer Documentation |
| • Introduction to Digital Systems & Computers | • Basic Statistics with Application (Engineering Section) | • User Interface Design |
| • Computer Organization & Operation | • Technical Editing | • Introduction to Microprocessors |
| • Scientific & Technical Communication | • Production Editing | • Computer Design |
| • Data Structures | | • Publication Project Management |
| | | • Technology Assessment |

City College Of San Francisco, De Anza College (Cupertino), Company Training, STC

City College of San Francisco: Java Programming (1998), Visual Basic (1998), Advanced Internet (1999), General Psychology (1999), Introduction to UNIX (2000), Multimedia Content & Form (2001), Developing Web Sites in Dreamweaver (2003), Advanced Internet (2004), Visual Basic .NET with Database (2004), JavaScript (2007), iPhone Programming (2010), Software Engineering (2011), PHP Programming (2012), Intermediate HTML & CSS (2012), Mobile Web w/ HTML, CSS, & JavaScript (2012), Technology of Smartphones and Mobile Devices (2014), Beginning iPhone Programming (2016), Programming Techniques for XML (2017), Python Programming (2018), XML and JSON (2018), JavaScript (2019), Beginning Photography (2022), Photography Lighting (2023)

De Anza/Foothill: JavaScript (2001), Visual Basic I (2002), Visual Basic II (2002), Object Oriented Programming Methods in Python (2024)

Company training: Oracle: SQL & PL/SQL; IBM: C Programming, BookMaster, Visual Literacy

API Documentation Workshop (STC Silicon Valley chapter), 2014

Conferences/Seminars

WritersUA Conference for Software User Assistance • Seattle/San Diego/Santa Clara/Los Angeles/Las Vegas/Palm Springs/Long Beach/Portland/Memphis/Newport • 1993–2014

Presented: “A Java Primer for Help Authors,” 1999, “Online Communities That Work for Technical Communicators,” 2004

Wrote, edited, took photos for, and produced daily conference newsletter, 1997–2012

Live blogged from conference sessions, 2010–14

LavaCon Conference on Digital Media and Content Strategy • Portland/San Diego • 2012–13, 2019, 2023–24

Wrote, edited, took photos for, and produced daily conference newsletter, 2012–13, 2023–24

Live blogged from conference sessions, 2012–13, 2019, 2023–24

tccamp unconference • Santa Clara • 2013–2019

Led discussion session on topic of “Content vs. Document”, 2014

API Documentation workshop, 2018-19

ConVEx Conference for Content Developers • San Jose • 2025

Live blogged from conference sessions, 2025

Edward Tufte’s Visualizing Information • San Francisco • 2004

Comtec 2003 • Paris • 2003

Web Help JumpStart Conference • Boston • 2002

Help University Conference • Dallas • 1999

Reviews

"FWB's user guide and formatting manual are exceptional." "Excellent Documentation."

Macworld

"FWB SledgeHammer Pro had the most thorough and clear documentation in our spotlight."

Digital Video

"Chuck is a very talented and creative writer who truly understands the needs of the end user." "Chuck is a fierce advocate for best practices and standards when it comes to user experience especially with respect to user assistance and general usability." "Chuck is an excellent writer. He's very customer-focused and centers his work on user need, creating simple-to-understand content." "Chuck...turns solid understanding of both technical details and a target audience's needs into meaningful documentation and user interface copy...he's not just passionate about technical writing, but honestly cares about the overall user experience of the product."

LinkedIn