

Hello

My name is Steve Arrants

I write. I edit. I show people how to do things.

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Profile

Hello! I'm Steve Arrants, a Vermont based technical writer and editor, content developer, and specialist in online documentation. Throughout my career I've investigated, researched, organized, and explained things in accessible and user-friendly ways. I've created documents used on the Space Shuttle. I've managed award-winning websites for a leading news site. I've helped companies both large and small bring their documentation online while reducing costs and shrinking schedules.

I'm not just a technical writer. I'm also an experienced editor and editorial manager. I take complex concepts and make them useful and easy to understand. If you need something explained, something complex made simple, let's talk about how I can create great documentation for your next project. How? Just ask. Let's have a conversation.

Specialties: Online and print documentation design and production, technical writing and editing, web site production, content management, CRM.

Skills

Technical writing

Madcap Flare

HTML/CSS

Training content

Content management

Office applications

Confluence/Jira

Camtasia

Adobe toolset

Experience

Technical Writer Sheridan Journal Services

Aug 2014 – Present Waterbury, VT

Creating end user documentation and training for internal software and services.

I also create software simulations and tutorials/videos with Camtasia, Articulate, and Adobe products.

Train users on SJS software, services, procedures using classroom and electronic training materials.

Using Madcap Flare, Office, and other authoring tools daily.

I use TestRail to perform unit and regression testing on our ArticleExpress product.

For customer migrations, I monitor and report on project progress, update project documents and keep project plans current.

Documentation Manager Data Innovations LLC

Mar 2013 – Jul 2014 South Burlington, VT

Moved all print documentation (user guides, training materials) to WebHelp format, giving end users more responsive documentation, better searching, and better discoverability.

Single-sourcing WebHelp, print materials, and training guides

Directed and managed three writers on a new documentation and publishing process.

Technical Writer (staff) MBF Bioscience

Mar 2004 – Mar 2013

Completed move to EPub and Print on Demand, resulting in savings on printing, shipping, storage.

Documented eleven software applications, application notes, and installation and configuration guides for scientific products in print and online formats, utilizing a newly implemented single-source solution.

Observed user tasks in software applications and conduct analysis to determine documentation setup.

Edited all corporate marketing materials and produce books for subsidiary MBF Press.
Managed editorial for company websites, blog, and on Facebook, LinkedIn, and Twitter.
Provided editorial support and direction to Technical Support group and Marketing/Sales.

Senior Technical Writer (contract) Medical Manager Practice Services (a WebMD Company)

Sep 2002 – Dec 2003

Created documentation for FQHC medical practice management software using a single-source publishing system generating print, online, support, and interactive tutorials while meeting all dates and deliverables on time.
Oversaw production of all documentation, including marketing and compliance documents.
Saved 20% in costs by performing in-house printing and binding of documents.
Managed one on-site and two off-site writers.
Conducted sales force training on new features of software.

Senior Technical Writer (contract) iDrive/Anuvio Technologies

Dec 2001 – Jun 2002

Created technical documentation for internal and external (partner) use, including white papers, programming /API references, and tutorials.
Designed and delivered online help for Cellular / PDA combos.

Writing Manager (staff) ROI Direct.com

Apr 2000 – Nov 2001

Directed the production of all internal and external documentation for an e-commerce/CRM company.
Managed multiple projects by setting project goals, allocating resources (8 direct reports), establishing deadlines, and monitoring progress.
Worked with QA and Development to put into place publishing systems that achieved measurably greater productivity.

Senior Editor (staff) CNET

Feb 1998 – Mar 2000 San Francisco, CA

Created and directed all content, tone, and style for Web site while overseeing all production.
Oversaw a successful redesign and relaunch of the Web site in 1999, which included fresh content and user-driven articles and tutorials.
Responsible for determining business strategy, hiring, staff development, and management of eight staff and numerous freelancers.
Worked with senior editors of other CNET Web sites to schedule and determine content stories and with advertisers and agencies to better position and deliver advertisements.
Analyzed Web ratings to determine content for audiences.

Education

BA Anthropology, Classics

Drew University

MA coursework Anthropology

McMaster University

Languages

English Native or bilingual

Swedish Elementary