

Hello

My name is Steve Arrants

I write. I edit. I help people do things.

sarrants@gmail.com 803-881-1726 [linkedin.com/in/stevearrants](https://www.linkedin.com/in/stevearrants) Burlington, Vermont

Profile

Hello! I'm Steve Arrants. I create and manage user documentation, training, and other user content. I lead support for SaaS products, and manage our Jira Service Desks. I also train users on our products.

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 reduce costs, and I've helped their customers solve problems with their software and services.

Skills

Content Development



Confluence



JIRA



XML



Support



Online Documentation



Experience

Content Developer & Technical Support Lead Sheridan Journal Services

Aug 2014 – Present Waterbury, VT

Creating end user documentation and training for internal software and services with Madcap Flare and MkDocs. I also create software simulations and tutorials/videos with Camtasia and Adobe products. I am the support lead for our ArticleExpress product and manage its Jira Service Desk and Knowledgebase. I use TestRail to perform unit and regression testing on our ArticleExpress product.

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.

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) ROIDirect.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.

Senior Writer and Trainer (contract and staff) CNET

Feb 1997 – Feb 1998 San Francisco, CA

Designed and wrote documentation for internal proprietary software, including standards, practices, and procedures guidelines for CNET sites and CNET partner content.

Trained over 300 staff members on internal software and procedures.

Documentation Manager (staff) Applied Business Technology

Jan 1996 – Feb 1997

Directed 16 bi-coastal writers and editors, scheduling all documentation from design to distribution.

Led a successful documentation redesign for online delivery.

Modularized documentation, allowing for ease of reuse for different audiences and delivery mechanisms.

Coordinated and implemented the transfer of documentation operations from New York to California, preparing documentation group for integration with a merger partner's operations in Massachusetts.

Senior Online Writer (staff) Autodesk

Jun 1993 – Dec 1995

Wrote end-user product documentation for AutoCAD and associated products.

Directed the design and migration of print documentation to online Help format.

Created online demos and tutorials for end-users.

Manager of User Documentation (staff) Reference Software International

Apr 1992 – May 1993

Supervised and coordinated documentation group (20 direct reports in San Francisco and New Mexico) activities for all end-user and technical documentation on dictionary and grammar products.

Merged and transferred documentation operations in San Francisco and New Mexico to our merger partner in Utah, Word Perfect Corporation.

Senior Technical Writer (staff) Microsoft Corporation

Dec 1986 – Mar 1992

Wrote product documentation for end users.

Participated in the design on Microsoft Online Help system and software tools.

Documented programming reference manuals for Microsoft Word, Word for Windows, and other products.

Education

BA Anthropology, Classics

Drew University 1975 – 1979

MA coursework Anthropology

McMaster University 1979 – 1981