STEVE ARRANTS

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SUMMARY

- 25+ years of progressive experience in documentation design, creation, and management for global tech companies and startups with 20 to 2,000+ employees and up to 8-figures in annual revenue
- Led a team of three writers at a global scientific instrument company on rebranding 12 existing documents.
- Streamlined publishing processes to deliver documents online, saving over $40,000 in the first year.
- Moved document sources to Git source control, ensuring easy collaboration and distributed writing, saving time to release.

PROFESSIONAL EXPERIENCE

Agilent Technologies, Inc.   Winooski, VT
Technical Writer (Expert)   June 2021 - Present

Agilent is a global leader in life sciences, diagnostics, and applied markets. They provide laboratories worldwide with instruments, services, consumables, applications, and expertise, enabling customers to gain valuable insights into life science research and patient diagnostics, with over $6 billion in revenue.

- One of four writers documenting liquid handlers (washers/dispensers) and liquid handling software.
- Led the redesign to a new corporate brand style using MadCap Flare, reducing time to publishing.
- Prepared "Instructions For Use" documents for translation and localization and collaborated with translation agencies.
- Moved all sources from network shares with no control to Git source control, realizing faster data transfer and better document management.
- By standardizing on a process, we published earlier and met deadlines more easily, saving time and money.

Jitterbit, Inc.   Alameda, CA
Senior Content Developer   July 2019 – June 2021

Jitterbit provides a cloud-based integration platform that streamlines data transfer between technologies. It incorporates AI for efficient and secure connectivity and has over $40 million in revenue.

- One of 4 writers documenting the company's Cloud Studio integration product.
- Created enablement documentation for workflows to integrate business process projects using Snowflake, Jira, ServiceNow, and other products.
- Using Confluence and a docs-as-code workflow, we published user guides, release notes, and API documentation on a tight two- to three-week release cadence.

Sheridan Journal Services   Waterbury, VT
Content Developer and Technical Support Specialist   August 2014 – June 2019
Sheridan Journal Services provided content services to publishers of academic journals, including project management, content development, editorial services, and peer review management. Sheridan was acquired by Knowledgeworks Global in 2021.

- Developed online help, training, and job aids for clients and staff on editorial and production management tools.
- Single-sourced Help for 16 different clients. Each Help covered common and client-specific features.
- Created tutorials with Camtasia and Articulate.

Data Innovations   South Burlington, VT
Writing Manager   Mar 2013 - Jun 2014
Data Innovations specializes in laboratory data management and workflow solutions, helping labs reduce turnaround time and maintain high data quality despite labor shortages and budget constraints. Its revenue is $75 million. NOTE: Left early to care for an ill family member.
Moved print documentation to an online format to enhance user experience with responsive, searchable, and discoverable materials.

- Introduced source control methods to documentation, allowing multiple writers to work on the same projects.
- Supervised and guided a team of three writers in implementing a new documentation and publishing workflow for three major products, reducing costs by 40% and making FDA audits more efficient.

MBF Bioscience   Williston, VT
Senior Technical Writer   Jan 2018 - Jun 2024
MBF Bioscience engineers quantitative imaging solutions for stereology, neuron reconstruction, vascular analysis, c. elegans behavior analysis, and medical education.

- Implemented EPub and Print on Demand to streamline the publishing process, reducing printing, shipping, and storage costs.
- Developed user documentation using a single content source for eleven software applications, application notes, and installation guides.
- Offered editorial support to Technical Support and Marketing/Sales departments.

Ask me about additional contract and staff positions at CNET, Microsoft, WebMD, Compaq, and NASA.

EDUCATION

Drew University, *BA in Anthropology and Classical Studies*   1975 - 1979

TECHNICAL SKILLS (if applicable)
CSS, HTML, Git, Framemaker, Adobe products (Photoshop, Illustrator, InDesign, and Experience Manager), Jekyll, Hugo, MadCap Flare, Markdown, and docs-as-code tools.