Steve Arrants

Technical Writer and Editor | Writing Manager | Documentation Engineer

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Professional Summary

Seasoned Technical Writing Expert with 20+ years of experience creating comprehensive documentation for complex software platforms and scientific applications. Adept at collaborating with cross-functional teams to produce user-friendly content for diverse technical audiences. Skilled in implementing docs-as-code approaches and streamlining documentation processes for efficiency and cost savings.

Core Competencies

- Technical Documentation Creation
- API and Developer Documentation
- Cross-Functional Collaboration
- User-Centric Content Development
- Docs-as-Code Methodologies
- Content Strategy and Planning
- Agile Development Processes
- Training Material Development

Career Highlights

Technical Writer (Expert)   **2021 – Present**

Agilent Technologies, Inc., Winooski, Vermont

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.

- Create comprehensive PDF and HTML5 documentation for medical and scientific applications using MadCap Flare.
- Collaborate closely with engineering, marketing, and field engineers to meet customer and business requirements.
- Manage document translation and localization processes.
- Led migration to Git source control, improving accuracy and publishing efficiency.
- Implemented standardized peer reviews and procedures to optimize publishing workflow.

Senior Content Developer   **2019 – 2021**

Jitterbit, Alameda, California

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.

- Documented SaaS/iPaaS cloud-based integration platform, including projects involving Snowflake and Jira.
- Created and published user guides, release notes, and API documentation using Confluence and a Markdown/docs-as-code workflow.
- Developed and tested API samples for end-users using Postman.
- Identified learning gaps and planned documentation improvements to drive user adoption.

Senior Content Developer/Support Lead   **2014 – 2021**

Sheridan Journal Services, Waterbury, Vermont

Sheridan Journal Services provided content services to academic journal publishers, including project management, content development, editorial services, and peer review management. In 2021, Sheridan was acquired by KnowledgeWorks Global.

- Developed internal and end-user documentation for scientific journal editing and production software.
- Created software simulations, tutorials, and videos using TechSmith Camtasia and Articulate.
- Provided training to staff and clients on editorial tools.
- Led support efforts for production editing tools and Jira.

Writing Manager   **2013 – 2014**

Data Innovations, South Burlington, Vermont

Data Innovations specializes in laboratory data management and workflow solutions, helping medical 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.

- Led a team of three writers, establishing new documentation and publishing processes.
- Implemented source control methods for documentation, enabling efficient collaboration.
- Reduced documentation costs by 40% while streamlining FDA audit processes.

Senior Technical Writer   **2004 – 2013**

MBF Bioscience, Williston, Vermont

MBF Bioscience engineers quantitative imaging solutions for stereology, neuron reconstruction, vascular analysis, c. elegans behavior analysis, and medical education.

- Streamlined publishing process by moving documentation to Online and Print on Demand, saving $54,000 in the first two years.
- Using MadCap Flare, developed user documentation for multiple software applications using a single content source.
- Provided editorial support for Technical Support and Marketing/Sales departments.

Technical Skills

- **Documentation Tools:** MadCap Flare, Confluence, Markdown, DITA, Jekyll, Hugo, Oxygen XML
- **Version Control:** Git, GitHub
- **API Documentation:** Postman, Swagger
- **Programming:** HTML, CSS, JavaScript, Python (basic)
- **Databases:** MySQL, Snowflake, Pinecone
- **Content Management:** Confluence, Adobe Experience Manager, AWS

Education

Bachelor of Arts, Anthropology and Classical Studies, Writing minor Drew University, Madison, NJ