

Steve Arrants

Technical Writer and Editor | Documentation Engineer

Technical Writing and Editing Leader: 20+ years of experience driving efficiency and cost savings in documentation creation for global tech and startups. Expertise in streamlining workflows, implementing modern tools (Git, single-source, doc-as-code), and leading teams to deliver high-quality content.

[Portfolio](#) | [LinkedIn](#) | <mailto:sarrants@gmail.com> | South Burlington VT | 802.881.1726

Biography

Steve Arrants has been a professional technical writer, editor, and manager in Vermont since 2003. He has worked on-site and remotely in industries ranging from scientific and medical devices to SaaS and IPaaS. He enjoys showing others how to plan, produce, and improve technical documentation. Steve is professionally interested in finding and using the most efficient tools and processes.

Subject Matter Expertise & Tools Knowledge

- Software, Hardware, and Services
- Knowledge Management
- Content Strategy
- Content Management Systems (CMS)
- Agile development
- Single sourcing
- Topic-based Authoring
- DITA
- Diátaxis Documentation Authoring
- Style Guide Development
- Wiki Development
- Docs-As-Code
- MadCap Flare
- Microsoft Office
- Adobe applications
- Markdown
- Oxygen XML
- Camtasia
- Articulate
- APIMatic
- Git and Source Control methodologies
- Confluence
- CSS, HTML, JavaScript
- Jekyll & Hugo
- Pinecone and MySQL
- Python

Career Highlights

Technical Writer (Expert)

2021 – Present

Agilent Technologies, Inc., Winooski, Vermont

- *I create PDF and HTML5 documentation for medical and scientific applications using MadCap Flare, Illustrator, and Photoshop.*
- *Member of a cross-division group working to standardize Agilent on a MadCap IXIASoft DITA solution.*
- *Closely collaborate with engineering, marketing, and field engineers to meet customer and business requirements.*
- *Managing document translation and localization processes by coordinating with translation services.*
- *Led migration of local documentation sources to Git source control, improving accuracy and publishing efficiency.*
- *Implemented standardized peer reviews and procedures to optimize publishing efficiency and enable multiple outputs from a single source.*

Senior Content Developer**2019 – 2021**

Jitterbit, Alameda, California

- Documented a SaaS/iPaaS cloud-based integration platform for business process integration projects involving Snowflake, Jira, ServiceNow, and other products.
- Created and published user guides, release notes, and API documentation bi-weekly using Confluence and a Markdown/docs-as-code workflow.
- Used APIMatic and Postman to develop and test samples provided to end-users.
- Identified learning gaps in current documentation to plan future improvements.

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

Sheridan Journal Services, Waterbury, Vermont

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

Writing Manager**2013 – 2014**

Data Innovations, South Burlington, Vermont

- Implemented source control methods for documentation to enable collaboration among multiple writers, leading to a cohesive documentation set.
- Led a team of three writers in establishing a new documentation and publishing process using MadCap Flare, cutting costs by 40% and streamlining FDA audits.

Senior Technical Writer**2004 – 2013**

MBF Bioscience, Williston, Vermont

- 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.

Education**Bachelor of Arts, Anthropology and Classical Studies, Writing minor**

Drew University, Madison, NJ

Additional Information

- Teach website development to a high school computer club and at a local senior center.
- Foster and raise Boxers.
- Cross-country skiing and hiking in Vermont.