

Steve Arrants

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Current role	Technical Writer, Expert at Agilent Technologies, Inc.
Experience	Healthcare, Science, MedTech, B2C, Marketplace, Financial Services
Technologies	CSS, HTML, Photoshop, Illustrator, JIRA, Confluence, Adobe Experience Manager, Git, Snowflake, Atlassian, ServiceNow, Vis...

I like to work with people who...
Challenge me and teach me something new about a technology I use.

Work experience

Technical Writer, Expert, [Agilent Technologies, Inc.](#)

Jun 2021 – Present (3y)

Provides life-science solutions to labs worldwide.
Healthcare · Science · MedTech

CSS HTML Photoshop Illustrator JIRA Confluence Adobe Experience Manager Git

- I document lab and cell analysis hardware and software for end users and field staff.
- I rewrote, rebranded, and converted 12 existing documentation sets to meet new Agilent standards and requirements.
- Producing online and print documents using MadCap Flare.
- Leading the transition to new HTML5 Help design.

Senior Content Developer, [Jitterbit, Inc.](#)

Jul 2019 – Jun 2021 (1y 11m)

Powering Productivity with Complete Data Integration
Healthcare · B2C · Marketplace · Financial Services

CSS HTML Snowflake JIRA Confluence Atlassian Git ServiceNow

- Researched and wrote online documentation on iPaaS/SaaS integration software, Jitterbit Cloud Studio.
- 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, published user guides, release notes, and API documentation on a tight two- to three-week schedule.

Content Developer and Technical Support Specialist, [Sheridan Journal Services](#)

Aug 2014 – Jun 2019 (4y 10m)

Scientific journal management and editing support.
Healthcare · Science

CSS HTML JIRA Confluence

- Created internal and end-user documentation for scientific journal editing and production software.
- Trained staff and clients on using the editorial tools.
- I also created software simulations and tutorials/videos with TechSmith Camtasia, Articulate, and Adobe products.

- I was the support lead for our SaaS products and managed Confluence and Jira.

Documentation Manager, [Data Innovations LLC](#)

Mar 2013 – Jun 2014 (1y 3m)

Lab solutions for for critical heath data.

Healthcare · MedTech

CSS HTML Visual Studio

- 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.

Technical Writer, [MBF Bioscience](#)

Mar 2004 – Mar 2013 (9y)

imaging solutions for science.

Healthcare · Science · MedTech

CSS HTML

- Streamlined publishing process by transitioning to EPub and Print on Demand, leading to cost reductions in printing, shipping, and storage.
- Created user documentation for eleven software applications, application notes, and installation guides for scientific products using a unified content source.
- Provided editorial guidance to Technical Support and Marketing/Sales teams.

Education

Drew University

Sep 1975 – May 1979 (3y 8m)

BA Anthropology, Classical Studies

More about me

My biggest achievement is...

Working on the team that developed the original Window Help (CHM) system.

At work I'm best at...

Explaining new and sometimes confusing solutions as well as teaching others how to use the authoring and publishing technology.

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Right now I'm learning...

Hugo, a static site generator written in Go and optimized for speed, ease of use, and configurability. I'm also converting a Help system to the newer HTML5 format.

Interests

Raising Boxers, gardening, volunteering, and tutoring.