

# Ealasaid A. Haas

*Senior technical writer with 10+ years of team and solo experience seeks senior tech writing position, preferably with partial or full-time telecommuting.*

Located in Portland, OR. Willing to travel.

writer@ealasaid.com | 408-910-1411 | [www.ealasaid.com](http://www.ealasaid.com)

Portfolio: <http://www.ealasaid.com/main/resume-and-portfolio/>

## Professional Summary

- Won two writing awards for technical documentation
- Certified Scrum Master
- Created and maintained documentation and UI style guides, documentation templates, and both internal and external documentation libraries for multiple companies
- Worked closely with hardware engineering department to document design verification testing procedures for consumer electronics
- Worked closely with software development department and product management to document new features and improve documentation of existing features
- Experience with documentation milestone scheduling, documentation need analysis, document planning, creating and enforcing style guides, teaching and training, curriculum design and development, document layout and design

## Skills

- **Adobe Software:** FrameMaker, RoboHelp, Illustrator, Acrobat Pro, Photoshop
- **Miscellaneous Software:** JIRA, Bugzilla, Perforce, Agile CMS, some GitHub
- **Web Software:** WordPress, MovableType, Blogger, some Joomla and DreamWeaver
- **Microsoft Software:** Outlook, Excel, Word, Visio, PowerPoint
- **Markup/Coding:** HTML (15+ years), CSS, Markdown.

## Experience

### Technical Writer, Adaptive Insights (2012-2016)

Started as solo tech writer for SAAS small-enterprise budgeting, business analysis, and visualization technology company. Developed, organized, and standardized technical (SAML, API) and user documentation. Created style guide and release processes for PDF manuals and web-based online help. Oversaw creation of a small team focused on creating and updating documentation. Handled transition from manually-coded HTML help to a RoboHelp system.

### UI/Consumer Docs Writer, TiVo (2010-2011)

Member of docs team at consumer electronics company. Created and maintained user interface software specification documents. Copyedited user manuals, created how-to articles for online help, created workflow and system diagrams.

## Hardware Technical Writer, TiVo (2006-2010)

Sole hardware technical writer at consumer electronics company. Compiled, organized, and formatted Design Verification Test reports for archiving and for outside partners. Worked with hardware engineers to document Design Verification Test procedures. Developed new, streamlined method of generating DVT reports.

## Technical Writer, BroadVision (2005-2006)

Member of docs team at collaborative business software company. Wrote and maintained user documentation. Assumed running of entire technical writing process after becoming sole tech writer. Documented all procedures for future writers.

## Additional Experience

### **Freelance Film Reviewer** (1997-present)

Weekly film reviews: currently for Bay Area Newspapers group; previously for The Stanford Daily, Scroom.com, and others. Online daily coverage of Bay Area film festival Cinequest 14 – 20. Over 400 pieces written, not including Cinequest material.

### **Contract Content Editor**, Yodlee (2011)

Member of UX team at SAAS financial company. Edited and rewrote email alerts, error messages, and screen text for a large, widely used online personal finance application. Developed and maintained a consistent voice for the product.

### **Lead Teacher, Writer, and IT Support**, Success! Learning Center (1998-2005)

Factotum and lead teacher at nonprofit homework help and summer tutoring center. Created curriculum, including writing an extensive course in HTML and CSS for grades 4-12. Trained and supervised teachers' aides. Performed on-site IT support for six computers, oversaw software installation/maintenance, handled virus infections and software problems.

## Education

**Agile Learning Labs - Certified Scrum Master Training 2015**

**Stanford University - Master of Arts in Communication 2001**

**Occidental College - Bachelor of Arts in English and Comparative Literary Studies 2000**, minor in Classical Studies, *cum laude*, Departmental Honors in English