Ealasaid A. Haas

Senior technical writer with 12 years of team and solo experience
Located in Portland, OR. Willing to travel.
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Portfolio: http://www.ealasaid.com/main/resume-and-portfolio/

Professional Summary

- Won two writing awards for technical documentation
- 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 of SAAS products
- 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, Confluence, Bugzilla, Perforce, Agile CMS, some GitHub and XMetaL
- **Web Software:** G Suite, WordPress, MovableType, Blogger, some Joomla and Dreamweaver
- **Microsoft Software:** Outlook, Excel, Word, Visio, PowerPoint
- **Markup/Coding:** HTML (15+ years), CSS, Markdown.

Experience

Technical Writer, Intel (11/2016-12/2017)

Solo writer for a small group developing complex analytic software for use by both large cancer research institutions and individual researchers. Planned, outlined, and wrote documentation from scratch, co-wrote and edited wiki/knowledge base material and white papers, wrote user guides, administrator guides, API guides, and installation guides. Created diagrams, screenshots, and spreadsheets. Assisted with screen text.

Tools used: Microsoft Office (specifically Outlook, Word, and Excel), FrameMaker 2015, Visio, PowerPoint, JIRA, GitHub Wiki, Confluence, Snagit

Technical Writer, Adaptive Insights (2/2012-5/2016)

Started as solo tech writer for SAAS small-enterprise budgeting, business analysis, and visualization financial software company. Wrote user guides, installation guides, administrator guides, online help, short how-to articles, and release notes. Maintained coherent organization and scheduled updates of documents.

Developed, organized, and standardized both technical (SAML, API) and end-user documentation. Created style guide and release processes for PDF manuals and web-based online help. Wrote award-winning administrator guide. Handled transition from manually-coded HTML help to a RoboHelp system. Created illustrations and diagrams. Acted as de facto tech support for Microsoft Word and other software. Enforced style guide for screen text and error messages. Oversaw creation of a small documentation team.

Tools used: Adobe FrameMaker, Illustrator, Photoshop, Acrobat, RoboHelp, Perforce, Bugzilla, JIRA, Eclipse, Microsoft Office Suite (specifically Outlook, Word, and Excel), Snagit.

UI/Consumer Docs Writer, TiVo (8/2010-6/2011)

Member of docs team at consumer electronics company. Created and maintained user interface software specification documents. Edited user manuals, created how-to articles for online help, created workflow and system diagrams, assisted with SDK document conversion to DITA using XMetaL.

Tools used: Microsoft Office Suite (specifically Word, Outlook, Excel), PowerPoint. Agile CMS. Bugzilla. XMetaL.

Hardware Technical Writer, TiVo (2/2006-8/2010)

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 for Digital Video Recorders that include telecom components. Developed new, streamlined method of generating and consolidating DVT reports into ZIP files, a process that previously used large physical binders.

Tools used: Adobe FrameMaker, Illustrator, Acrobat, InDesign. Microsoft Word, Outlook, Excel, PowerPoint.

Technical Writer, BroadVision (3/2005-2/2006)

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.

Tools used: Adobe FrameMaker. Microsoft Word, Outlook, PowerPoint.

Additional Experience

Freelance Film Reviewer (9/1997-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 (8/2011-12/2011)

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 (6/1998-3/2005)

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

Awards

STC Touchstone Awards 2015-16, Merit, *Adaptive Insights Administrator Guide*
STC Touchstone Awards 2012-13, Merit, *Adaptive Discovery User Guide*