

GARRETT R. WINN

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Education

MASTERS OF ARTS IN ENGLISH (1996 - 2003)
Brigham Young University Provo, Utah

BACHELORS OF ARTS IN ENGLISH (1990 - 1996)
Brigham Young University Provo, Utah

Employment

SR. TECHNICAL WRITER (2007 - PRESENT)
SirsiDynix Provo, Utah

Document updates to existing library automation software. Improve design of software with agile scrum team. Lead scrum team to implement new cloud-based product using customer feedback to drive the design. Conduct usability tests for ERes (library reserve) software over phone and WebEx. Present findings and give suggestions for improvement. Provide design input for new iPhone library searching application. Develop video-based tutorials to enhance existing documentation. Work with teams in Utah, Alabama, Missouri, and Ontario (Canada).

SR. TECHNICAL WRITER (2003 - PRESENT)
Digital Harbor Provo, Utah

Redesigned and updated existing documentation to be more comprehensive and to aid navigation. Created status report application based on company's software, which gave me added insight into the holes in the documentation. Worked with a team in multiple locations to review and approve documentation in a timely and consistent manner. Learned to use Silk to run automated regression testing on new software builds. Given responsibility to create new style guide and templates. Edited existing JavaDocs for grammar and consistency, and made these changes to source code. Regularly used Photoshop and Paint Shop Pro for screen capture and image manipulation. Also used as a contact point for UI Design issues and questions.

TECHNICAL WRITER (2003)
Captiva Software Park City, Utah

Redesigned API information section of documentation to make it easier to access and understand. Updated Scan module information in documentation by working with Support and QA to get answers. Updated InvoicePack documentation for online format, including changing the organization. Trained other writers on writing skills such as editing, time management, usability, and process management. Used FrameMaker for updating older documentation.

TECHNICAL WRITER/USABILITY/TEAM LEAD (2000 - 2002)
NextPage Lehi, Utah

Developed style guide to help standardize documentation. Edited existing documentation using XML to conform to style guide. Helped maintain DTD. Developed new piece of documentation called Site Design. Generated HTML Help from XML source files. Maintained external documentation web site. Conducted some usability testing and user surveys to help improve the product. Developed an aggressive work plan to redesign existing documentation for usability.

SOFTWARE ENGINEER (1998 - 2000)
IBM Rochester, Minnesota

Designed two new wizards for new GUI function. Designed and coded two advisors using Java, JavaScript, and HTML for a product. Created online articles for new AS/400 function using SGML and HTML. Helped research and design Planning Guide for online delivery. Learned and used Adept SGML editor to source documents to HTML, Postscript, and Adobe PDF. Helped redesign Information Center web site. Conducted regular customer testing and evaluations of products.

TECHNICAL WRITER (CONTRACTOR) (1998)

Uinta Business Systems

Orem, Utah

Developed online Help system for client software using RoboHelp and Paint Shop Pro. Used Microsoft Project software to create time line, schedules, and plan documentation process. Met regularly with client to determine needs, do usability testing, and review progress. Worked independently and efficiently.

COMPOSITION INSTRUCTOR

(1996 – 1998, 2007-PRESENT)

Brigham Young University, Utah Valley University

Provo, Utah

Taught college reading and writing (Eng 115, 1010, 2010, 2020) for ten semesters to fifteen classes (275 total students). Designed new class syllabus instructing students in use of technology such as the internet, word processors, and presentations software. Taught Technical Writing (Eng 316) to juniors and seniors in science and engineering for two semesters. Trained them in appropriate technical communication doing resumes, manuals, graphics, research papers, memos, and proposals. Taught Writing for Digital Media (DGM4000) to juniors and seniors.

Skills

- Use Windows 95+, NT, WordPerfect 6+, Word 95+
- Proficient with Corel Office Suite 6+, Microsoft Office Suite 95+
- Expert user of RoboHelp Office, ArborText Epic Editor (XML), Adept SGML Editor
- Intermediate user of FrameMaker, WebWorks, Acrobat
- Comfortable with Draw 7+, Photoshop 6+, Paint Shop Pro 6+, Visio
- Usability Testing
- Web Design and Information Design (Master's Thesis about Web Interface Design and Information Design for international web sites)
- XML, HTML, Dynamic HTML, JavaScript, PHP, MySQL, ASP, and CSS
- Fluent in Dutch

Writing

- "Tech Relief" columns in Lake Mountain Interactive Newspaper, April 2001 - August 2002
- Review of "Design by Numbers" in Information Design Journal, January 2001
- "AS/400 Information Center Goes Interactive" in Midrange Computing magazine, December 2000
- "Navigating the Maze of Logical Partitioning" in AS/400 Magazine, September 2000
- "Getting to Know the New LPAR Work Sheet" in Midrange Computing magazine, August 2000

Volunteering

BOY SCOUTS OF AMERICA

(2005-PRESENT)

Cubmaster, Trainer

Eagle Mountain, Utah

Volunteered my time to positively influence 8-11 year old boys in my area (through 2010). Responsible for planning and acting as MC for monthly Pack Meeting. Met regularly with other leaders to coordinate schedules, plan for activities, and track results. Train leaders at an area and region level on how to implement the program in their units.

IMPACT: JOURNAL OF TECHNICAL COMMUNICATION

(1997-1998)

Assistant Editor

Provo, Utah

Helped with selection of submissions for publication. Worked on source checking and editing.

References

Available upon request.