

GARRETT R. WINN

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Objective

Manage a team of writers in the creation and design of outstanding technical documentation that uses technology to empower users to retrieve information quickly, easily, and accurately.

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. Update topics using either RoboHelp or FrameMaker, depending on the project. Improve design of software with agile scrum team. 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. Work with teams in Utah, Alabama, Missouri, and Ontario (Canada).

ADJUNCT FACULTY (2007 - PRESENT)
Utah Valley University Orem, Utah

Teaching introductory composition to college freshmen (Eng 1010, 2010, 2020). Coaching beginning college students on how to apply rhetorical principles to analyze texts as well as to create their own. Taught Writing for Digital Media (DGM4000) to juniors and seniors.

SR. TECHNICAL WRITER/TEAM LEADER (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. Responsible for defining style and content, hiring new writers, and coordinating release schedules.

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.

PRESIDENT, CEO, WEB DESIGNER (2000-PRESENT)
Garrigen Technologies *Eagle Mountain, Utah*
Started web design company with brother. We have designed and maintained several websites, including sites for Olympus Shepherds, LTD Group, Success Connection, AJ Michaels, Cesar Osborn, Reinhart Stammering, and Jennifer Kelsch (website links, archives available upon request).

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)
Brigham Young University *Provo, Utah*
Taught college reading and writing (Eng 115) for five semesters to six classes of about 24 students each. 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.

INTRANET PUBLISHER INTERN (PAID POSITION) (1997)
Corel, Inc. *Orem, Utah*
Helped design and set up new intranet site. Maintained online newsletter. Developed Web "Perfect Expert" for easy access to common questions. Became familiar with NetWare and GroupWise.

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, Ventura, 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

References

Available upon request.