

Jay Maechtlen

Senior Technical Writer

626 840-8875

Jay01@laserpubs.com

PROFESSIONAL EXPERIENCE

Apria Healthcare, Lake Forest, CA, Technical Writer, 01/2015-08/2016

Reviewed, edited, and rewrote instructional and reference materials for Apria's Revenue Management group.

Wrote instructional blogs and helped co-workers learn advanced features of authoring software. Developed macro automation to improve group consistency and productivity.

City of Carlsbad, Carlsbad, CA, Senior Technical Writer, 08/2014-11/2014

Worked with the City of Carlsbad's Information Technology Department to develop an IT Security Policy and supporting documents for the City.

- Met with the Chief Information Officer and other IT leadership to understand their goals and priorities.
- Investigated government and institutional best practices.
- With feedback from IT, wrote the umbrella IT policy document and developed a range of proposed Administrative Orders and Procedures to support it.

Magellan GPS, San Dimas, CA, Technical Writer, 02/2014-06/2014

Wrote and updated user materials for consumer GPS products. Materials included an in-box "Quick Start Guide" and downloadable user manual for each new device.

- Worked with marketing, Quality Assurance, and other groups to understand needs and validate procedures through testing and review.
- Worked with graphics team and translators to obtain needed materials and translations for multiple languages.
- Developed concise, accurate, and visually pleasing results for the consumer.

Beckman Coulter, Brea, CA, Senior Technical Writer, 11/2013-01/2014

Wrote a white paper for Beckman Coulter's technical marketing group to promote their "Pro Service" offering, with primary targets being IT leadership and management.

- Met with product managers and developers to understand the service being promoted.
- Researched SSL and related security topics to understand and communicate the features, benefits, and security of the product offering.

Biosense Webster, Diamond Bar, CA, Technical Writer, 2/2013-07/2013

Developed manuals and documentation for a Siebel CRM deployment. The project supports inventory management, parts shipment, invoicing, and other service support functions.

- Worked closely with business team to develop train-the-trainer materials and user training materials.
- Wrote and edited Standard Operating Procedures (SOP) work instructions (WI), requirements documents, and test scripts.

Sabbatical and personal development, El Monte, CA, Technical Writer, 7/2012-01/2013

- Continued involvement with Society for Technical Communication and other organizations.

Manatt, Phelps & Phillips, Los Angeles, CA, Technical Writer, 10/2010-06/2012

Developed manuals and documentation for the IT group of a large law firm. Conducted video conferences to gather information and review documents with supervisors and managers at multiple site locations. Projects included:

- Wrote and tested imaging, profile build, and quality assurance documents for a laptop deployment project.

- Researched and documented the IT department's policies & procedures. Aligned policies and procedures with work instructions and SOPs.
- Updated manuals for their data center and their site server rooms. Documented the backup power systems, emergency power run times, and recovery procedures for each site location.
- Wrote a system guide for their emergency radio communications system.
- Updated and consolidated their service technician procedures.

Global Communications Semiconductors, Torrance, CA, Technical Writer, 08/2010-10/2010

Developed/updated process control documentation for a wafer fabrication facility. Worked with production staff and the process scientist to document the processing instructions, so the fabrication process could be licensed to other companies.

Freelance Technical Writer, El Monte, CA, Technical Writer, 11/2009-07/2010

Document projects for multiple clients, including:

- Executive overview, network diagrams, and other documentation for the LAN/WAN of a private charter school system.
- Operator manuals (User Guides) for custom heat sealing machines. Took or created all needed photos and illustrations. Tested and documented the system's user interface.

DirecTV, El Segundo, CA, Technical Writer, 7/2009-10/2009

Created network and system documentation to support a capacity expansion project.

- Produced Visio diagrams and other materials for IT technical documentation.
- Worked with network engineers and other technical staff to gather information.
- Conducted video conferences to review documents and obtain approvals.

Freelance laser repair and support, El Monte, CA, Generalist, 1/2009-6-2009

- Continued support of customers' laser machines.
- Continued involvement with Society for Technical Communication and other professional organizations.

Manatt, Phelps & Phillips, Los Angeles, CA, Technical Writer, 8/2008-12/2008

Revised and updated IT department's documentation, including:

- Data center and site server rooms documentation, including emergency systems, emergency power-down and recovery procedures, and pertinent references and contact information.
- Firm's AudioVisual Capabilities Guide, which provides photos and lists capabilities of video conference rooms at all the Firm's locations.
- IT department's Project Management Guide – reviewed and edited existing materials, wrote new content.

DirecTV, El Segundo, CA, Technical Writer, 3/2008-5/2008

Developed troubleshooting guide for a Siebel-based agent training system.

- Interviewed developers, technical staff, and support personnel to identify possible failure modes and best diagnostic methods.
- Tested software and worked with others to confirm needs and validate troubleshooting approaches.

Sabbatical and personal development, El Monte, CA, Technical Writer, 7/2007-02/2008

- Continued involvement with Society for Technical Communication and other organizations.
- Continued support of laser machine customers.

Yellowpages.com, Pasadena, CA, Technical Writer, 2/2007-6/2007

Documented infrastructure and software systems.

- Developed support documentation for call control system so it could move from development to production support. Included architectural, configuration, administrative information.
- Created, revised, and updated diagrams, business requirements, training materials, and other documents in support of software development and data migration project.
- Developed Wiki sites to support internal groups and projects.

Amada America, Inc., Buena Park, CA, Analyst/Writer, 9/2006-1/2007

Performed analysis and developed presentations to support sales of million-dollar machine tool systems.

- Analyzed video and survey results from on-site customer surveys.
- Determined actual production rates and identified potential improvements.
- Developed technical sales presentations with projected rate of return (ROI) for proposed equipment.

Freelance laser repair and support, El Monte, CA, Generalist, 5/2006-08/2006

Supported manufacturing firms with support for laser cutting machines.

- Performed commissioning, operator training, and program/application development.

Ameriquest Mortgage Company, Orange, CA, Technical Writer, 5/2004-5/2006

Supported compliance and other documentation efforts for several IT departments.

- Documented processes and procedures for Sarbanes-Oxley compliance.
- Created and revised templates and styles. Wrote guides and other documentation. Created and revised diagrams in MS Visio. Published to print and to PDF.
- Wrote VBA programs (document automation) to enforce consistency and reduce the cost of maintaining numerous Word documents.
- Performed SharePoint site creation/administration for several internal groups.
- Coordinated team writing effort to develop modular documents on a SharePoint site.

Freelance laser repair and support, El Monte, CA, Generalist, 10/2003-08/2006

Part time/as needed: Provided manufacturing firms with support for laser cutting machines.

- Performed commissioning, service, operator training, and program/application development.

Previous: Technical Writer, Engineer

- Developed user manuals for machines and software.
- Managed translations of manuals from English into Spanish. Coordinated reviews of translated documents.
- Performed vendor management: identified and qualified prospective vendors and products.
- Developed, implemented, and documented a Windows-based, touchscreen-equipped user control software for a large machine tool system.
- Supported automotive and aerospace customers with factory and on-site development, documentation, and training.

Education

Bachelor of Science in Mechanical Engineering, California State Polytechnic University Pomona