

# Jay Maechtlen

Senior Technical Writer  
(626) 840-8875  
jay01@laserpubs.com

## Highlights

- ◆ Solves challenging documentation needs through audience analysis, technical staff interviews, testing, and research. Gathers needed information and shapes it to best serve the audience.
- ◆ Acclaimed for innovative solutions to vexing documentation challenges.
- ◆ Supports business needs through project support Scrum/Agile and others) and BAU (Business As Usual) documentation, including policies, procedures, and work instructions.
- ◆ Plans, prioritizes, and coordinates documentation projects to meet quality requirements and deadlines.
- ◆ Develops team performance through multiple channels including blogs and personal coaching.

## Significant Projects

- ◆ Reduced support costs and improved customer satisfaction through improved user manuals for custom production machines.
- ◆ Facilitated effective support of networks and related systems by developing effective documentation. These included logical and physical networks for new and existing installations.
- ◆ Developed training materials, user manuals, and documentation for a Siebel CRM deployment project.
- ◆ Improved the productivity and production quality of a documentation group by creating utilities and macros in Word and Excel. The utilities automated the checking and updating of cross-document links and applied templates to assure consistent document formatting.
- ◆ Wrote the software user manual for a factory automation control and scheduling system.

## Software/Tool Skills

Improve individual and team performance by creating production-enhancing utilities and macros  
Supports software development and deployment projects through individual efforts and team support.

Tool skills include:

Office tools including MS Office, MS Visio, and Adobe Acrobat Professional.

Illustration and graphics editing tools including Adobe Illustrator, Photoshop, and Corel Draw.

Publishing and help authoring tools including Adobe's InDesign, FrameMaker, and RoboHelp.

Media authoring and editing using Adobe's Creative Cloud applications.

Content management tools including SharePoint and WordPress.

Other skills: Document management and migration, use of virtualization for application and OS isolation, Visual Basic for Applications (VBA) scripting. Familiar with SDLC waterfall and Agile methodologies.

## Professional Development

Maintains and increases knowledge through seminars, presentations, and involvement with professional forums and discussion groups.

## Education

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

## Links

[http://laserpubs.com/techcomm/?page\\_id=67](http://laserpubs.com/techcomm/?page_id=67) (Optimo laser systems)

[http://laserpubs.com/techcomm/?page\\_id=402](http://laserpubs.com/techcomm/?page_id=402) (Comments on Technical Writing)

[http://laserpubs.com/techcomm/?page\\_id=1442](http://laserpubs.com/techcomm/?page_id=1442) (Samples)

## **PROFESSIONAL EXPERIENCE**

### **CSC Global, Wilmington, DE, Technical Writer**

**3/2021 – 7/2021**

Created and updated documentation in support of an infrastructure automation project focusing on infrastructure as code. The project used Scrum Agile Methodology with task management via Kanboard. Output included release notes, readmes, user instructions, and flow charts in PDF and on a SharePoint Wiki. Environments tools and formats included Ansible and Ansible Tower (automation/DevOps), Cisco ACI, GitHub (code management), Visio, MS Office, Markdown, and others.

### **Warner Brothers Entertainment, Burbank, CA, Technical Writer**

**7/2020 – 11/2020**

Supported GDPR and CCPA compliance efforts. Interviewed developers and engineers to understand API usage and requirements. Created and updated user instructions, flow charts, records retention materials.

### **Hestan Commercial, Anaheim, CA, Technical Writer**

**12/2017-10/2019**

Improve customer satisfaction for a high-end kitchen equipment manufacturer through clear and complete installation and user manuals. Created parts lists and exploded view drawings to aid service and repair. Production tools included InDesign, Photoshop, Illustrator, SolidWorks, and Excel. User manuals were multilingual in English, Spanish, and French.

### **Quest Global, Brea, CA, Technical Writer**

**03/2017-08/2017**

Supported the maintenance and repair of helicopter rescue hoists through revised and updated manuals, service bulletins, and relate materials. Analyzed existing documents, drawings, and other technical information to determine needed updates and locate needed information.

### **Apria Healthcare, Lake Forest, CA, Technical Writer**

**01/2015-08/2016**

Reviewed, edited, and rewrote user support and reference materials for Apria's Revenue Management group. Supported document conversion/migration project. Investigated information delivery formats and methods. Developed instructional materials for members of extended team.

- Improved team effectiveness through instructional blogs and individual coaching, helped co-workers learn advanced features of authoring software.
- Accelerated a document migration project by developing macro automation and custom templates.
- Improved team editing productivity and consistency by developing custom styles, templates, and macros.

### **City of Carlsbad, Carlsbad, CA, Senior Technical Writer**

**08/2014-11/2014**

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

- Investigated government and institutional best practices.
- Wrote an umbrella IT policy document and developed a range of proposed Administrative Orders and Procedures to support it, including disaster recovery, software deployment, and others.

### **Magellan GPS, San Dimas, CA, Technical Writer**

**02/2014-06/2014**

Wrote and updated user manuals and quick start guides 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. Tools included InDesign and FrameMaker.

**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.

- Interviewed developers and project manager to understand the service being promoted.
- Researched SSL and related security topics to understand and communicate the features, benefits, and security of the service offering.

**Biosense Webster, Diamond Bar, CA, Technical Writer**

**2/2013-07/2013**

Developed manuals and documentation for a Siebel CRM deployment project. Supported the project team, performed document control/management functions. The project supports inventory management, parts shipment, invoicing, and other service support functions for leading biotech systems.

- Worked closely with business team to develop train-the-trainer materials and user training materials. Interviewed developers and business analysts to understand the project.
- Wrote and edited Standard Operating Procedures (SOP) work instructions (WI), requirements documents, and test scripts.
- Wrote compliance support documents and submitted them to document management system.

**Maechtlen & Associates, El Monte, CA, Technical Writer**

**7/2012-01/2013**

- Continued personal studies and development including 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.

Interviewed engineers, technicians, and managers to understand needs and processes. Projects included:

- Wrote and tested imaging and profile build documents for a laptop deployment project.
- Researched and documented the IT department's policies & procedures. Aligned BAU documentation (policies and procedures) with work instructions and SOPs.
- Updated manuals for their data center and their site server rooms to support operations and disaster recovery. 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.

- Interviewed production staff and the process scientist to document the processing instructions, so the fabrication process could be licensed to other companies.

**Maechtlen & Associates, El Monte, CA, Technical Writer**

**11/2009-07/2010**

Documentation projects for multiple clients, including:

- Created executive overview, network diagrams, and other documentation for the LAN/WAN of a private charter school system.
- Wrote operator manuals (User Manuals) for custom heat sealing machines. Interviewed engineer and staff to understand systems. Took or created all needed photos and illustrations. Tested and documented the system's user interface.
- Installed LaTeX with the Kyle editor in a Linux environment. Studied capabilities, structure, grammar, and procedures for building documents both natively and from documents imported from Word and other sources. Used virtualization technologies to provide an isolated environment for testing

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

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

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

***Maechtlen & Associates, El Monte, CA, Technical Writer/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 to support operations and disaster recovery, 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 a level 2/3 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 validate troubleshooting approaches.

***Maechtlen & Associates, El Monte, CA, Technical Writer/Generalist, 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. Updated training materials and user support materials.

- Enabled transfer of a custom call control system from developer support to production via thorough documentation. Included architectural, configuration, and 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 returns for proposed equipment.

***Maechtlen & Associates, 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.
- Coordinated with other vendors for installation, troubleshooting, and repair.

**Ameritrust Mortgage Company, Orange, CA, Technical Writer**

**5/2004-5/2006**

Supported compliance and other documentation efforts for several IT departments.

- Documented network management and support processes and procedures for Sarbanes-Oxley compliance. Technologies included networking (Cisco, others), security/access control, and more.
- 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 Visual Basic (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.

**Previous: Engineer, Technical Writer**

- 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. Tools included Visual Basic, InTouch Wonderware, and others. Integrated software modules from other engineers and vendors.
- Supported automotive and aerospace customers with factory and on-site development, documentation, and training.