

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 the right information and shapes it into the right form for the audience.
- ◆ Verifies data and conducts technical reviews to assure documentation quality.
- ◆ Plans, prioritizes, and coordinates documentation projects.
- ◆ Manages multiple projects as required to meet high quality standards and meet deadlines.
- ◆ Works independently or collaboratively, as appropriate, to achieve goals with minimal supervision.
- ◆ Not a software snob – makes best use of available resources.

Significant Projects

- ◆ Developed training materials, manuals, and documentation for a Siebel CRM deployment project.
- ◆ Developed operator manuals for custom production machines to improve user satisfaction and reduce the frequency of service calls.
- ◆ Wrote a software manual for a factory automation control and scheduling system.

Software/Tool Skills

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

Develop utilities and macros to handle repetitive tasks such as link checking and updating, document formatting and style updating, etc.

Illustration and graphics editing tools such as Corel Draw and Corel PhotoPaint.

Publishing and help authoring tools such as Adobe FrameMaker, Adobe InDesign, and Adobe RoboHelp.

Media authoring and editing using Adobe's Creative Cloud.

Information management and sharing tools including SharePoint and Wikis.

Others: Website maintenance using high level tools and HTML editing. Administer and use Linux VMs to support alternate software and environments. Some understanding of C, XML, LaTeX.

Professional Development

Member of Society for Technical Communication, and past officer of a local chapter.

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 (Optimo laser systems)

http://laserpubs.com/techcomm/?page_id=402 (Comments on Technical Writing)

http://laserpubs.com/techcomm/?page_id=1442 (Samples)