
Mark Dugger

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Profile

Accomplished Technical Writer of developer and user documentation for sophisticated software

Summary

<i>Development Tools</i>	Git, JIRA, Confluence, TFS, Javadoc, Doxygen, Perforce, SVN, Eclipse, Metrowerks CodeWarrior, Microsoft Visual Studio, UltraEdit, WinMerge
<i>Authoring Tools</i>	Markdown, <oxygen/>, DITA Open Toolkit, MathML, MathType, Alfresco Content Services, XMetaL, RoboHelp, ForeHelp, WebWorks, FrameMaker, Structured FrameMaker, Word, Paint Shop Pro, Visio, ImageMagick, Inkscape, OmniGraffle.
<i>Open Source</i>	DITA Open Toolkit, Eclipse, Git, OAuth
<i>Deliverables</i>	RESTful API reference, Java SDKs, developer guides, online help
<i>Programming Languages</i>	Java, C++, C#, C, JavaScript, Python, SQL
<i>Platforms</i>	Microsoft Windows • Palm OS • Linux • Mac OS
<i>Natural Languages</i>	French-fluent, Spanish-intermediate, Italian-intermediate
<i>Industries</i>	Enterprise video, automotive, mobile operating systems, smartpens

Professional Experience

Kaplan Professional - La Crosse, WI

1/2018-3/2018

DITA expert - Updating source files

- Updated thousands of source files for Kaplan Schweser CFA exam preparation platform: DITA 1.2 single-sourcing (Learning and Training content specialization) for PDF and HTML deliverables. Edited in <oxygen/> Author and stored in Alfresco Content Services.
- Massaged equations directly in MathML and created new equations in MathType
- Leveraged XPath and regular expressions in <oxygen/> to efficiently update large numbers of XML files converted from Adobe InDesign format

Ericsson Broadcast and Media Services - Santa Clara, CA

4/2015-11/2017

Senior Technical Writer - Team Lead and SDKs

- Represented doc team at sprint meetings in fast-paced Agile environment with a continuous delivery model. Released documentation to our corporate customers every six weeks.
- Evaluated development epics and stories in JIRA for impact on customer documentation
 - ⊕ Created query-based structure boards for doc team of five writers
 - ⊕ Balanced workload for optimal team efficiency
 - ⊕ Tracked documentation release status in Confluence
- Used Git to determine deltas of source code and configuration files. Relieved developer of need to provide deltas.
- Assisted manager with analysis of work processes to ensure our team met strict six-week deadlines while maintaining high quality, useful documentation for our business customers
- Created customization and localization guide for system integrators

Ericsson, cont'd

- Maintained reference for RESTful API
 - ⊕ Participated in API Review meetings
 - ⊕ Edited engineering specification documents for clarity and consistency
 - ⊕ Catalogued all JSON objects to identify inconsistent objects used by related endpoints.
- Authored and maintained Client UX Help to achieve customer-engagement objectives:
 - ⊕ Inform field representatives of ongoing UX changes in Ericsson MediaFirst TV Platform
 - ⊕ Explain design goals and algorithms for all end-user features
 - ⊕ Empower field representatives with information to demo MediaFirst effectively
 - ⊕ Guide network operators in designing an intuitive, personalized, and monetizable media-viewing environment
- Maintained Operator Portal Help, network operator reference for configuring and deploying VOD assets and Live TV programming on the Ericsson MediaFirst TV Platform
- Provided instruction to fellow writers learning Git and JIRA
- Generated HTML output with WebWorks ePublisher. Generated PDFs from FrameMaker.

Livescribe, Inc. - Oakland, CA

7/2014-1/2015

Senior Technical Writer - SDKs

- Revised user guides for latest release of Echo smartpen. Edited structured XML source in DITA format, using XMetaL.
- Generated HTML-based Help system for Echo smartpen user guides, using XMetaL
 - ⊕ Revised and debugged JavaScript in help system to provide full-text search in multiple languages.
 - ⊕ Generated PDF for Echo smartpen user guides.
 - ⊕ Customized XSL templates to produce PDFs from XML source files. Applied skills in XPath, XSLT, and XSL-FO.
- Monitored development sprints to assess documentation impact
- Wrote XSLT transform to migrate subset of XML source files to MS Word for direct editing by Marketing Team

CloudCar, Inc. - Los Altos, CA

5/2013-3/2014

Senior Technical Writer - SDKs

- Wrote Integration Guides for automotive partners integrating mobile device solution into their head units. Used Apple Pages.
 - ⊕ Created and edited technical illustrations using OmniGraffle on Mac
 - ⊕ Designed template for technical documents
- Tracked software development projects in Confluence. Synced latest code using Git.
 - ⊕ Administered Confluence documentation space
- Edited hardware specifications document for use by partners
 - ⊕ Monitored mobile automotive platform specifications from partner group
- Created template for technical documents

Livescribe, Inc. - Oakland, CA

11/2007-3/2013

Senior Technical Writer - SDKs

- Created developer documentation for Livescribe Platform SDK (Java), Desktop SDK (C/C++/C#)
 - ⊕ Produced Javadoc for Livescribe Smartpen API, using Javadoc comments and annotations
 - ⊕ Wrote developer guide for Livescribe Smartpen API, using RoboHelp, MS Word, and FrameMaker
 - ⊕ Adapted and commented code samples for manual
 - ⊕ Produced C# API reference for Desktop SDK, using Doc-O-Matic. Created Eclipse help

Livescribe, cont'd

- Designed and implemented DITA solution for documentation, using Structured FrameMaker and XMetaL
 - ⊕ Converted existing documentation source to XML for DITA
 - ⊕ Generated HTML output from XML-based, single-source documentation, using XMetaL — in 12 languages
 - ⊕ Wrote JavaScript to integrate PHP-based Zoom search functionality into online help HTML
 - ⊕ Developed Perl-standard regular expressions for post-processing HTML documents, using UltraEdit
 - ⊕ Wrote user guide on tight schedule for new consumer product (Livescribe Connect)
- Collaborated with software engineers and product managers in Agile development process
 - ⊕ Participated in cross-functional meetings, and tracked product planning and development in Rally
 - ⊕ Wrote ReadMe files for multiple releases of Livescribe smartpen and Livescribe Platform
 - ⊕ Composed internal documents for engineering staff, based on engineering development meetings
 - ⊕ Wrote Livescribe Smartpen Architecture Overview and a platform glossary

Anoto, Inc. - Oakland, CA

5/2006-12/2006

Senior Technical Writer - APIs

- Created API documentation plan for PenTop technology platform
 - ⊕ Generated API reference documentation from code comments, using Javadoc and Doxygen
 - ⊕ Collaborated with applications engineers to clarify code comments and create code samples
 - ⊕ Edited software architecture and design documents
 - ⊕ Wrote guide for flashing smartpen firmware

PalmSource, Inc. - Sunnyvale, CA

4/2001-8/2005

Senior Technical Writer - SDKs

- Documented C APIs for Palm OS SDKs: API reference, conceptual guides, diagrams, code samples, knowledge bases
- Created C++ documentation for hardware licensees
 - ⊕ Single-sourced documentation, using FrameMaker, WebWorks ePublisher, Acrobat Exchange. Output formats: Eclipse help, Win32 help, plain HTML files for web site, PDFs, printed manuals
 - ⊕ Documented Palm OS wireless telephony kits - developer APIs, licensee drivers, and developer recipes
 - ⊕ Created overview of Palm OS network stack implementation
 - ⊕ Documented Palm OS localization modules
 - ⊕ Used Perforce . Managed documentation bugs on TeamTrack. Examined and commented sample code, using Microsoft Visual Studio and Metrowerks CodeWarrior.
 - ⊕ Migrated Palm OS tools documentation to support Eclipse IDE

2Bridge Software, Inc. - San Francisco, CA

11/1998-2/2001

API Technical Writer and Online Help Designer

- Documented Java APIs for automated web portal software
 - ⊕ Managed group of four writers for five releases
 - ⊕ Created installation and administration guides for web server products
 - ⊕ Produced online help, using FrameMaker, WebWorks, and RoboHelp

Education

B.A. in English
Columbia University, New York, NY

M.A. in French
Stanford University. Palo Alto, CA