

Daniel Hall

472 N. Winchester Blvd. #14
Santa Clara, CA 95050
650.704.9613
danhall.technicalwriter@gmail.com

Senior Technical Writer

Highly organized, multi-tasking self-starter, with fifteen years experience researching, writing, editing, and publishing print and electronic user manuals, installation guides, specifications, and requirements documentation for complex hardware and software systems.

Skills

- Adobe FrameMaker 7.0 and Acrobat 6.0
 - RoboHelp
 - Windows, Linux, UNIX, Mac OS
 - HTML, Flash, Dreamweaver, Illustrator, Photoshop
 - C, C++, Perl, Visual Basic
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Experience

VMware, Palo Alto, CA 2005 – present

Senior Technical Writer

- Documented Device Driver Development Kit (DDK), used by third-party developers to write drivers for VMware's flagship product, ESX Server
- Produced man pages documenting driver APIs both using DocBook and manually
- Created scripts and tools for automating documentation processes
- Worked as lead writer on multi-writer projects

Trend Micro, Cupertino, CA 2003 – Current

Senior Technical Writer

- Researched, wrote, and edited detailed electronic and print documentation for enterprise-class, network-aware Internet messaging security applications deployed across servers
- Improved department effectiveness by creating and maintaining FrameMaker templates that leveraged automation of repetitive tasks
- Created and maintained department templates for RoboHelp, moving the department from ad hoc help implementations across products to a strongly branded help system
- Increased timeliness of documentation deliverables by efficiently managing documentation projects, from planning and requirements, through publication and distribution

SchlumbergerSema, San Carlos, CA 2001 – 2003

Senior Technical Writer

- Documented all aspects of the operation of a complex radio-frequency networking system, including protocols, network topology, databases, configuration and operation, and functional and design specifications
- Managed cross-functional software development teams, established metrics, maintained project scheduling, facilitated project meetings
- Worked with engineers to improve documentation through mentoring, training, and editing. Wrote a simplified style guide for engineers and worked as a writing and tool resource for them
- Significantly increased the efficiency of the Technical Publications Department and improved documentation by evaluating needs, creating and implementing processes, and employing best practices, bringing order to a previously chaotic environment
- Wrote Palm OS programs to assist engineers in the field with complex calculations
- Maintained internal corporate website

Cooper Interaction Design, Palo Alto, CA

2000 - 2001

Design Communicator

- Created and edited documentation for software designs, including software for the world's largest producer of semiconductors
- Enhanced sales and project presentations by implementing a program to provide documentation on Palm OS handheld devices
- Documented interactions of software systems
- Increased team efficiency by writing and edited project guidelines that improved processes and workflow
- Improved writer output and consistency across projects by creating FrameMaker templates

Dan Hall Communications, Santa Clarita, CA

1994 - 2000

Freelance Technical Communicator / Designer

- Significantly reduced technical support calls by writing and publishing print and online versions of technical troubleshooting manuals
- Interviewed subject matter experts, and interpreted code to facilitate documentation
- Documented Windows programs, online applications, and Adobe Acrobat form programs, with both print and electronic documentation and HTML help files
- Designed, developed, and implemented web presence for local college programs
- Increased enrollment in a local college's adult education program by creating compelling print and online advertising

1987 - 1991 U.S. Army Various, Worldwide

Airborne Infantry / Drafting

- Awarded Army Commendation Medal for distinguished service in Saudi Arabia, Kuwait, and Iraq during the Persian Gulf Conflict
- Awarded Quartermaster General of the Army Supply Excellence Award for documentation of armory procedures
- Supervised small arms unit
- Created graphic presentations for command staff and heads of state, including then president George Bush
- Developed Expert Infantry Badge training course

Education

- 5/2005 Utah State University
M.A., Technical Communication
- 7/1994 The Master's College
B.A., English