

Dennis Sheehan

Remote Worker (American) in SE Asia

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Summary

I am a Principal / Senior Technical Writer with over 17 years of experience working remotely with global software companies, including Microsoft, IBM, and UnitedHealth Group. I value being the champion of the end-user and prioritizing their needs when creating & designing documentation.

I am originally from the Bay Area (US) and now work remotely from SE Asia. I am currently available and seeking employment in a lead technical writer or managerial capacity.

Experience

Principal Technical Writer

Microsoft

Nov 2017 - Dec 2021 (4 years 2 months)

- Worked on best practices documentation for Microsoft 365 team and API documentation with Outlook team.
- Primary audience was internal engineering and development teams.
- Had ownership of documentation projects and led team of 8 other globally-distributed technical writers.
- Managed, organized, and communicated project information and project activities. Applied corporate and regulatory documentation requirements.
- Created and maintained technical communication project schedules while driving milestones to completion.
- Interfaced cross-functionally within the product development team to acquire source material for documents and to develop understanding of products and processes.
- Acted as final point of editorial approval on all technical publication, reviewed all work by technical writers, and worked with technical writing team to ensure consistency of standards.
- Mentored junior technical writers and provided guidance as needed.
- Used structured writing and content management expertise to re-work Instruction for Use documents in order to ensure process consistency.

Senior Technical Writer

Dataiku

Aug 2015 - Aug 2017 (2 years 1 month)

- Rapidly scaling startup environment. Significant employee and company growth during my tenure.
- Responsible for the creation of knowledgebase, user guides, courseware, whitepapers, blog articles, Web site content, and training programs.
- Prepared, reviewed, revised and maintained technical documents, including software and systems engineering, systems operations, testing, and user documentation.
- Researched, wrote, edited, and revised content that is both engaging and accessible to user personas with both non-technical and technical backgrounds.
- Primary focus was on creating and implementing a robust knowledgebase capable of guiding users through both functional and role-based usage of the company's flagship product, DSS.

- Worked closely with development, customer success, and product teams to align product updates with ongoing documentation projects.



Lead Technical Writer

IBM

Mar 2010 - Jul 2015 (5 years 5 months)

- Managed team of 7 globally-distributed Technical Writers.
- Responsible for assignment of content projects, management & scheduling of ongoing projects, and leading documentation creation initiatives.
- Focus was largely on document creation, content research, acting as primary editorial contact for final documentation, and prioritization of documentation work with other writing teams.
- Created documentation in the form of user guides, integration guides, API developer guides, in platform instructions, installation/configuration instructions, and system operations for IBM Security division.
- Collaborated with internal teams, including Development, Engineering, Quality Analysis, Product Management, and Customer Enablement Account teams.
- Created content for technical audiences, including technical case studies, white papers, knowledge base articles, how-to videos, developer portal content, and product demos.
- Developed a comprehensive content strategy and maintained a content calendar.
- Participated in content planning and ideation sessions and represented technical documentation team.
- Planned, scheduled, and conducted interviews with SMEs to gain knowledge and create written and video content.



Senior Technical Writer

UnitedHealth Group

Aug 2006 - Jan 2010 (3 years 6 months)

- Senior Technical Writing position for 80-member division within UnitedHealth Technologies, the IT Services department for UnitedHealth Group.
- Implemented a division-wide documentation strategy designed to identify, simplify, and organize all content across multiple teams within an ITIL framework.
- Created new documentation style standards, documented policies & procedures for inter-team processes, and wrote division-level hardware specifications.
- Designed and created new logos, graphics, and branding collateral for all teams within the division.



Technical Writer

Tech Results

Aug 2004 - Jul 2006 (2 years)

- Responsible for primary documentation of all products & modules within the company's application suite (consisting of 5 product families). Firm is a Microsoft Gold Partner.
- Collaborated with Development and Management to ascertain functional and user requirements for all products & modules within the firm's software suite.
- Documented functional, non-functional, and user requirements for all applications along with the creation of Unified Modeling Language diagrams (i.e., visualization and construction of artifacts in an object-oriented system).
- Worked extensively with Quality Assurance department in the documentation of application capabilities and implementation of user interface design concepts.

- Managed Content Producer and subsequent collateral delivery.

Content Writer

Don Best Sports

Jan 2002 - Jun 2004 (2 years 6 months)

- Managed a team of six online content producers and their subsequent delivery of website content on a daily basis.
- Conceived, designed, and developed a new website from the ground-up in hand-coded HTML, CSS, and Java.
- Worked with Development, Quality Assurance, and Management to ensure compliance with best practice methodology in the creation and implementation of web-based service.
- Monitored completion of all project stages and liaised consistently with all departments to ensure adherence to strict deadlines.

Education



University of San Francisco

Master of Arts - MA, Asian History

Aug 1995 - May 1997



University of Nevada-Las Vegas

Bachelor of Arts - BA, East Asian Studies

Aug 1990 - May 1995

Skills

User Journeys • Storyboarding • Mockups • User Interface Design • User Experience (UX) • Product Design • Wireframing • User Story Development • Product Management • Strategy