

Technical Writer

William D. Lewis, Jr.

(503) 501-7814 Portland, OR

PROJECTS DESIRED

Critical, high-profile corporate documentation challenges with organizations who require a highly competent and experienced writer.

PROFESSIONAL SUMMARY

- A writer whose focus is on crafting information that is easily comprehended and which ultimately makes a user's job easier.
- Talent for creating simple, accurate diagrams, graphs, and charts which convey complex information that is easily understood and conceptually supports any accompanying text.
- Reputation for quickly coming up to speed on highly technical products, industries, and technologies.
- Talent for capturing concepts and intentions, then using insight and invention to build descriptive text, policies, or procedures that convey more than simply an accurate description of provided information.

ATTRIBUTES

- Intrinsically motivated
- Collaborative
- Drive to exceed expectations

EXPERTISE

- Critical thinking/Logical analysis
- Applying imagination to every task and problem
- Concept-to-deliverable management of large projects

PROFESSIONAL EXPERIENCE

Northwest Community Credit Union, Eugene, OR (11/2015 – 10/2016) Contract, part time, on-site/remote.

- Developed or edited over 150 plans, policies, reports, forms, and procedures for all departments. (Word)
- Interviewed and collaborated with personnel at all levels of the organization.
- Researched regulatory documents and advised on policy compliance.
- Using professional, consistent pro-active communications, simultaneously managed multiple projects to early completion.
- To ensure optimal usability, applied principles of information design to all documents.

Powin Energy, LCC Tualatin OR (2/2019–1/2020) Utility-scale battery energy storage systems. Indep. contract.

Completed manuals (installation, operation, and user interface) for utility-scale battery storage systems. Currently revising a detailed product manual for their 225kWh battery storage module.

TopTier, LLC Portland, OR (3/2017–2/2019) Automated high-speed palletizers. Indep. contract.

Completely re-thought, re-wrote, and re-designed the company's operation manuals and pattern-creation manuals, and re-designed and re-organized maintenance manuals.

Interviewed technicians and engineers to gain a thorough understanding of complex machine functions, resulting in a vast improvement of manual usefulness. Specifically:

- Developed deeper and broader explanations of machine operation and HMI functions.
- 400+ photographs, 77 line drawings, 100s of screenshots, safety icons, and other graphical elements.
- All photos optimized (brightening, cropping, background removal, etc.) using Photoshop.
- Migrated all Word manuals to Framemaker.

Advance Storage Products, Salt Lake City UT (11/2016–current) Automated warehouse pallet storage system. Indep. contract.

Wrote the company's first operation manual (250 pages) for their new automated rack storage system.

- Observed and photographed disassembly/assembly of their robotic pallet-transport vehicle to create procedures in which each step was illustrated with an annotated photograph or screenshot.
- Developed detailed operation and error-recovery procedures.
- Designed and developed the manual in Framemaker.
- Entire manual heavily illustrated with photos, screenshots, callouts, and other graphical elements.

Peterson-Pacific, Eugene, OR (2 stints: 2008 and 8/2014 – 11/2015) Mobile industrial grinders and tree chippers. Indep. contract.

- Developed troubleshooting and repair procedures for electrical, hydraulic, and control systems.
- Wrote their first two dealer service manuals. All procedures heavily illustrated with enhanced photographs.
- Developed an operation manual and maintenance manual for a new product. Much new content. Enhanced every page with better organization and clearer writing.
- Considerable time spent on factory floor observing assembly processes and interviewing technicians.
- Created electrical schematics to illustrate machine grounding and start circuits.
- Developed their first circuit troubleshooting procedures.

Pierce Manufacturing, Eugene, OR (2/2016 – 10/2016) Indep. contract, as needed.

- Updated four combination Installation/Operation/Parts manuals for field irrigation systems.
- Page-by-page, edited for clarity and repaired poorly-done *InDesign* templates, tables, and page layouts.
- 1000-page project completed in 200 hours (12 min./page).
- Created a new product catalog.

Goldwind Energy USA (2012) Contract.

- Utilized electrical schematics to create completely new *electrical installation, pre-commissioning, and commissioning* instruction manuals for utility-scale wind turbines.
- Climbed wind turbines to obtain photos and interview technicians. (Adobe Framemaker/Photoshop)

This is a partial list. Additional work in diverse industries can be seen here: www.attictechnicalwriting.com.

MILITARY: U.S. Navy. Electrician's Mate 3rd Class. Hon. Disch.

Maintained, operated, and repaired motors, generators, lighting, and power distribution equipment throughout an aircraft carrier, engine rooms in particular. Competent troubleshooter of electrical circuits.

EDUCATION

M.S., Rhetoric and Technical Communication
Michigan Technological University

B.S., Automotive and Heavy Equip. Management

A.A.S., Heavy Duty Engine Technology
Ferris State College (Michigan)

CERTIFICATIONS/TRAINING

PPA-certification Professional Procedure Writing 2016

ABYC Master Marine Technician 2012 (exp.)

Hydraulic and CAN Bus Systems (80 hr.) 2013

Industrial Engine Diagnostics (40 hr.) 2005

USCG Merchant Mariner Electrician 1984 (exp.)

Current interests/activities: gardening, urban biking, hiking, reading, learning (science, history, culture, DIY)

william@attictechnicalwriting.com

<https://www.linkedin.com/in/william-lewis-a6746896/>