

Technical Writer (Industrial Equipment)

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PROJECTS DESIRED

Time-sensitive technical manual projects for manufacturers of complex industrial equipment who require a highly competent and productive writer.

PROFESSIONAL SUMMARY

- High-energy highly productive writer whose focus is on crafting information that is easily comprehended and which makes a user's job easier.
- Reputation for quickly coming up to speed on technologies and delivering projects sooner than expected.
- Captures tribal knowledge and uses a technician's insight to build descriptive text, policies, or procedures that convey more than simply a surface-level description or procedure.

ATTRIBUTES

- Intrinsically motivated
- Desire to learn from others
- Drive to exceed expectations

EXPERTISE

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

PROFESSIONAL EXPERIENCE

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

- Wrote installation and operation manuals for utility-scale battery storage systems. **Word**
- Explained all aspects of user interface screens.

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

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 thorough explanations of machine controls and 100+ user interface screens.
- Shot and utilized 400+ photographs and drew 70+ line drawings.
- 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–now) Automated warehouse pallet storage system. Indep. contract. **Framemaker**

Wrote the company's first operation manual (250 pages) for their new automated rack storage system. Have continued to update the manual for each new project.

- 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.

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

- 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.
- Created a new product catalog.

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.

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

- Developed troubleshooting and repair procedures for electrical, hydraulic, and control systems.
- Wrote their first hydraulic troubleshooting, electrical troubleshooting, and dealer service manuals.
- Developed operation manuals and maintenance manuals for new products.
- Considerable time spent on factory floor observing assembly processes and interviewing technicians.
- Created electrical schematics to illustrate machine grounding and start circuits.

Goldwind Energy USA (2012) Contract. **Word**

- 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 with diverse industrial and heavy equipment products prior to 2012 can be seen here: www.attictechnicalwriting.com. **Arbortext Editor (2005)***

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 **Pagemaker**

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, biking, hiking, reading, learning (science, history, culture, DIY)

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