DOUGLAS W. O'NEILL

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SUMMARY:

Over fifteen years of professional experience writing and editing high-quality technical documentation that improves customer experience, while meeting changing goals and deadlines in dynamic environments.

QUALIFICATIONS:

- **Writing & Editing**: Designing, writing, and editing technical documentation, white papers, training manuals, websites, newsletters, comprehensive reports, and project proposals.
- **Production**: Developing style sheets, templates, standards, style guides, and procedures that support writing teams in the efficient production of high-quality reader-oriented documents.
- **Project Management**: Coordinating project tasks to ensure consistent and high-quality products while meeting aggressive and changing schedules.
- **Technical Skills**: DITA, DITA Open Toolkit, XSLT, XSL-FO, CSS, Oxygen, XMetaL, Author-it, FrameMaker, Adobe Acrobat, Visio, Microsoft Word, Excel, PowerPoint, Agile software development, Git, Team Foundation Server.

EXPERIENCE:

Technical Writer, StreamSets, San Francisco, California (2018-2020)

Member of 3-person writing team at startup that produced the StreamSets DataOps Platform for enterprises to power modern analytics and digital transformation with continuous data.

- Wrote content that described how to develop pipelines to read data from various origin systems, process the data as needed, and write the transformed data to various destination systems.
- Created examples to help users understand concepts, such as using stages to integrate tasks between systems in orchestration pipelines or using a machine-learning model in a processor.
- Reviewed and edited tooltip text and property names for style compliance and comprehension.
- Managed multiple and simultaneous documentation releases for cloud and on-premises products, working with Engineering and DevOps teams to ensure timely and quality releases.
- Collaborated with engineers and product managers to prioritize features.
- Reviewed peer content for consistent voice, style, and usage.
- Updated XSL-FO stylesheet to new version of DITA-OT to facilitate peer-review process.

Senior Technical Writer, OSIsoft, San Leandro, California (2009-2018)

Member of 15-person writing team at mid-sized privately held firm that produced PI System software for large corporations to measure, track, and archive real-time data.

- **Writer**
  - Wrote PI DataLink User Guide that described how to configure and use the most popular PI System client.
  - Provided interface text and walkthrough content for prototypes of SaaS web application.
  - Wrote Interface Developer Guide that described framework, available methods, and recommended development process for a new generation of interfaces.
  - Wrote High Availability Administrator Guide that described how to configure PI System software to enable high availability.
  - Conducted usability tests for developer framework and presented findings to stakeholders.

- **Information Architect**
  - Maintained Information Model that mandated proper use of DITA elements.
  - Mentored writers on correct DITA use and writing approaches.
  - Conducted DITA code review sessions to ensure compliance with Information Model.
- **Style Sheet Developer**
  - Enhanced style sheets with XSL-FO to create customer-ready PDF output from new DITA-based document system, eliminating need to hire outside contractor.
  - Updated style sheets with XSLT to improve HTML output and render DITA elements as desired.
  - Maintained cascading style sheets for help and website outputs.

Group Leader - Technical Documentation, Citilabs, Alameda, California (2006-2009)

Sole writer for 40-person firm that produced worldwide transportation planning software for engineers and planners.

- Produced documentation set that includes tutorials, reference guides, and help system.
- Improved documentation look and access, increasing customer satisfaction.
- Created and edited marketing materials for clarity and uniform corporate voice, enabling sales staff to better respond to queries and meet targets.
- Designed program guides and promotional material for successful company conferences.
- Prepared successful project proposals for large projects, such as Federal Highway Administration and Transport for London.

Senior Technical Writer, Merced Systems, Redwood City, California (2004-2006)

Sole writer for 80-person firm that produced Merced Performance Suite, a web-based enterprise software system that enhances company productivity through performance management.

- Developed initial product documentation that included system administration guide, configuration guides, release summaries, and application-developer query guide.
- Created and promoted UI style guide, improving user experience and company design standards.
- Organized, edited, and maintained Merced Support, a wiki containing a knowledge base of articles and product documentation, to increase information accessibility.
- Edited white papers to deliver a consistent message to corporate prospects.

Senior Technical Writer, Acta Technology, Mountain View, California (1999-2002)

Member of 2- to 7-person team at pre-IPO startup company that produced data warehouse from data extracted from SAP R/3, Oracle, PeopleSoft, and DB2, for analysis and e-commerce.

- Wrote multiple books, including install guide, user guide, reference guide, release notes, and business application guides, improving organization, presentation, and maintainability, while meeting deadlines for aggressive marketing schedule.
- Compiled high-profile software development kit while meeting tight deadline.
- Designed and implemented advanced FrameMaker templates for complete documentation set, improving department productivity and ease-of-use for readers.
- Supported team growth by interviewing, mentoring, and enabling successful transitions.

EDUCATION:

University of California, Berkeley, California, Department of Civil Engineering
Master of Science

Cornell University, Ithaca, New York, School of Civil and Environmental Engineering
Bachelor of Science with distinction