

Louis Bonaventura

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SENIOR TECHNICAL WRITER

SUMMARY

- ✓ **A self-motivated, detail and quality-driven technical writer with 30+ years of expertise** analyzing requirements to create and maintain software and other technical documentation and ensuring understanding across all audience levels.
- ✓ **Highly proficient throughout the full SDLC (software development lifecycle)** from inception and analysis, design, development, deployment, and end-user training.
- ✓ **Utilizes strong communication and interpersonal strengths** to build client and stakeholder relationships, interface with customers, and collaborate with cross-functional teams to ensure accurate and updated documentation.
- ✓ **Leverages exceptional technical writing competencies** to develop and deliver a broad range of documentation and training, including user manuals, installation and configuration manuals, API programmer guides, document library maintenance, and more.

SKILLS

Technical Writing and Training | Document & Library Creation, Structuring, & Maintenance | API Documentation
User Manuals | Administration Manuals | Reference Manuals | Installation & Configuration Manuals | Editing & Proofreading
Release Notes | Security & License Guides | RFP Responses | Patent Submissions | Client Relationships | Project Leadership

EMPLOYMENT

SS8 NETWORKS, INC

SENIOR TECHNICAL WRITER (employee)

7/2023 - present

- Accountable for providing technical writing services for SS8 software products used by various Law Enforcement Agencies (LEAs) and Communication Service Providers (CSPs).
- Responsible for maintaining the document library structure and content for the products I engage to ensure product information can be located quickly, easily, and to remediate any formatting issues.
- Collaborate with SME and other stakeholders to ensure understanding of the project requirements to meet the goals of product release acceleration, lower development costs, and reduce technical support calls.
- Edit and proofread documentation to improve technical accuracy by reviewing for spelling and grammatical issues.
- Follow company formatting conventions, best practices, and branding requirements to ensure compliance.
- Use MadCap Flare for documentation and MadCap Central for version control.
- Participates in project team meetings, working collaboratively with project team members from Engineering, Product Development, Quality, and other subject-matter experts to develop document content.
- Gathers information from SMEs, breaks complex processes into straightforward steps and ensures that release notes and documents contain the appropriate level of detail and instruction commensurate with the activity.
- Ensures that technical information and parameters contained within manuals and release notes match those parameters identified in associated validations and/or verifications.
- Has a positive attitude and confidence to tackle challenges adapting to a fast-paced work environment and changes in priorities.
- Works on different projects simultaneously after prioritizing the tasks.

Select Achievements

- ✓ Configuration of MadCap Central for use by the Technical Writing Team.
- ✓ Assisted in creation of new style guide and stylesheets for uniform formatting and styles across all documentation.

TELESTREAM, LLC**SENIOR TECHNICAL WRITER (contract)**

1/2020 – 7/2023

- Accountable for providing technical writing services for on-premises and cloud-based DIVA Suite software products used by the majority of network television broadcast engineers globally.
- Responsible for maintaining the document library structure and content to ensure product information can be located quickly, easily, and to remediate any formatting issues.
- Collaborate with SME and other stakeholders to ensure understanding of the project requirements to meet the goals of product release acceleration, lower development costs, and reduce technical support calls.
- Edit and proofread documentation to improve technical accuracy by reviewing for spelling and grammatical issues.
- Follow company formatting conventions, best practices, and branding requirements to ensure compliance.

Select Achievements

- ✓ Recognized for successfully migrating the EcoDigital DIVA Suite documentation to the Telestream format, including converting to an unstructured format, documenting the process, and maintaining within the library.
- ✓ Reorganized all the Microsoft Word documents while converting them to the Telestream format and styles after they acquired Masstech, the Kumulate product, and development team, resulting in a successful migration.

ECODIGITAL, LLC**SENIOR TECHNICAL WRITER (contract)**

2019 - 2020

- Collaborated with internal teams to gain an in-depth understanding of the updated product, the documentation requirements, and performed technical writing services for the DIVA Suite of products.
- Maintained updated technical documentation on DIVA products and produced documentation using FrameMaker in accordance with company standards and policy.

Select Achievements

- ✓ Successfully rebranded all Oracle software documentation information to EcoDigital, subsequently Telestream.

THE ORPHEUS COMPANIES, LTD**SENIOR TECHNICAL WRITER & PROJECT MANAGER (contract)**

2017 - 2019

- Charged with the technical writing services for major Amtrak contracts and provided technical assistance to clients, including scheduling site visits, assisting contractors and Amtrak employees in coordinating site visits, holding weekly conference calls, writing technical reports, and client website development and administration.

Select Achievements

- ✓ Acknowledged for assuming the technical writing contract requirements by performing a comprehensive due diligence and collaborating, sharing information, and facilitating meetings, resulting in the timely dissemination.

ORACLE CORPORATION**SENIOR TECHNICAL WRITER (employee)**

2014 - 2017

- Served as a member of the Storage Tape Technical Publications Team, the Digital Media Solutions Development Team, and the DIVA Products Program Management Team to carry out technical writing needs.
- Completed technical writing on DIVA Suite software and translated into seven different languages to service client base.
- Edited and proofread documentation to improve technical accuracy and corrected any spelling and grammatical issues to minimize production time and cost.

Select Achievements

- ✓ Completed the timely migration for documentation in a structured format after Front Porch Digital was acquired by Oracle after gathering all the documentation, placing them in the Oracle format, and branding with FrameMaker.

PA TECH WRITERS

SENIOR TECHNICAL WRITER (freelance)

1990 - 2014

- Launched a technical writing services company and managed all operations, including providing custom technical documentation and technical training assets for all company projects.
- Performed specialized software documentation services, including training, technical capability statements, responses to requests for proposals, and patent submissions.
- Created documentation for client's software and hardware end-user knowledge to provide clients peace of mind and the ability to reduce their technical support costs while elevating customer product experience.

Select Achievements

- ✓ Played a vital role in acquiring \$100M+ in military contracts over two years by providing an effective response to RFPs.

EDUCATION & PROFESIONAL DEVELOPMENT

Associate in Applied Science (AAS) in Computer Systems Technology, Minor in Electronics Technology
Atlantic Cape Community College, Mays Landing, NJ

Certificate of Completion in Technical Communication 101

Society for Technical Communications | Online Course

Certificate of Completion in Minimalism

Comtech Services & Center for Information Development, Lowell, MA

PORTFOLIO

DIVA Suite Library: <https://www.telestream.net/telestream-support/diva/support.htm>

Kumulate Library: <https://www.telestream.net/telestream-support/kumulate/support.htm>

TECHNICAL SKILLS

Operating Systems: Windows, Linux, CentOS, Ubuntu

Software: Xcipio, Intellego XT, DIVA Suite, Kumulate, MadCap Flare and Central, FrameMaker, Acrobat, Confluence, Jira, Slack, Bitbucket, SourceTree, Perforce, P4V, Microsoft SharePoint, MS Office Suite, APIs, Databases

Internet Technologies: WHM / cPanel, HTML, VPN, Blockchain

Hardware Technologies: Hard-Wired and Wireless Networking, Servers, Interfaces

AFFILIATIONS & COMMUNITY ENGAGEMENT

Federal Communications Commission | Amateur Radio Operator-General Class Licensee

Provide free server, account administration, and hosting to:

Greater Atlantic Cancer Fund

Greater Atlantic Bluefish Tournament