

WILLIAM J PIKNOSH
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SUMMARY

- Over 25 years experience as a technical writer creating online help systems, PDF outputs, and support site knowledge base articles using MadCap Flare, Adobe FrameMaker, and Salesforce applications.
- Create output for mobile devices for service documentation so it can be accessed by field service representatives on their laptops and mobile devices.
- Work in Agile environment with subject matter experts and project management team to develop and create content for client and service documentation.
- Push MadCap Flare source content to Salesforce and Pitney Bowes support web sites. Provides access to call center agents and clients.
- Use knowledge-based reports to routinely monitor articles for accuracy and relevance and eliminate redundancy.
- Archive and manage document version control using Apache Subversion and Gitlab.

EDUCATION AND TRAINING

- B.A. Biology, University of Connecticut, Storrs CT .
- A.S.C.P. Certified in Clinical Chemistry, St. Mary's Hospital, Waterbury CT.
- HPLC Waters Certification, Milford MA.
- Hewlett Packard Training in C Programming.
- User Doc. & Interface Design, Rensselaer Polytechnic Institute, Troy, N.Y.
- XML, DTD, XSLT Training
- RoboHelp Training
- Dreamweaver Training
- MadCap Flare Help Compiler
- MadCap Advanced CSS and Single-Sourcing

SKILLS

Operating Systems:

Linux, Windows, Mac OS

Applications:

MadCap Flare Help Compiler, MadCap Capture and MadCap Analyzer, Microsoft Access, Salesforce, Apache Subversion, Gitlab, Team WIKI (365 SharePoint), Visio, Excel, Powerpoint
Adobe Photoshop, Illustrator, Acrobat, Corel Draw, FrameMaker, InDesign,
Captivate, Dreamweaver

EXPERIENCE (in chronological order)

PRODUCT KNOWLEDGE SPECIALIST – Pitney Bowes, Shelton Connecticut; April 1998 to December 2021

- ▶ Create on-system help, HTML output for mobile devices and support websites, and PDF output to support mailing systems, kiosks and cloud-based applications using MadCap Flare help compiler. Direct documentation projects and interface with Engineering and Line of Business units.
- ▶ Review, vet, edit and publish information received from call centers as Salesforce articles.
- ▶ Created comprehensive service manual for ecoATM Kiosk system for recycling old phones, mp3 players and tablets.
- ▶ Set up repository structure using Apache Subversion/MadCap Flare for version control and single sourcing of large document project files. Recently migrated content to Gitlab.
- ▶ Mined document part numbers from multiple servers (and in multiple part number formats) and created the company's first comprehensive enterprise database. Following best practices, implemented a new part numbering system (7-digit sequential numbering) using Windchill.
- ▶ Working with global team to restructure product support web pages to eliminate duplication and improve navigation by replacing existing multiple source/format content with single-source (XHTML) content.
- ▶ Develop training course for the Knowledge Management group (domestic and international) on how to create projects and use templates in FrameMaker and MadCap Flare XML compiler.
- ▶ Review and update job aids for internal processes to assist members of the knowledge management team.

MANAGER, CONFIGURATION AND DATA MANAGEMENT - Electronic Retailing System Inc. – Norwalk Connecticut, August 1997 to April 1998.

- ▶ Set up Product Data Management (Consensys Software Systems) system to automate the Engineering Change Notice (ECN) system between Norwalk CT and Boxboro MA sites.

SENIOR TECHNICAL WRITER - General DataComm, Middlebury Connecticut; December 1995 to August 1997

- ▶ Senior lead writer for ATM (Asynchronous Transfer Mode) switch product group.
- ▶ Prepared user's manuals and software release notes for Network Management System used to manage LAN and WAN networks comprising SNMP (Simple Network Management Protocol) devices.
- ▶ Developed standards for preparing on-line manuals, including document templates, style guides and embedded graphics and chapter organization (using FrameMaker and Adobe Acrobat).

SENIOR TECHNICAL WRITER/SYSTEMS ADMINISTRATOR - Perkin-Elmer Corporation, Wilton Connecticut; January 1993 to December 1995.

- ▶ Prepared user manuals, installation and operational qualification guides, service manuals, and application notes for DNA thermal cyclers, electrochemiluminescent detection instruments, Polymerase Chain Reaction (PCR) applications, and liquid chromatography Turbochrome systems using Interleaf, FrameMaker and Word for Windows.
- ▶ Developed and maintained document templates and style guides for manuals to meet corporate guidelines and fulfill ISO 9000 and IEC 1010 standards.
- ▶ Provided documentation support from concept to final signature, including coordination of document production as well as review and signature phases.

- ▶ Maintained Novell Network for Technical Writing Group. Also responsible for loading Windows based network applications like CorelDraw, Interleaf, and FrameMaker and updates to Microsoft applications (Word for Windows, Access, Excel, Project, and PowerPoint).

TECHNICAL WRITING SUPERVISOR - *The Edwards Company, Farmington Connecticut; August 1987 to January 1993.*

- ▶ Supervised Technical Writing Department in the preparation and maintenance of all user documentation for fire alarm products, including initiating devices, signaling appliances, and control panels. Set up and maintained database for over 9000 product documents.
- ▶ Set up and maintained company's first UNIX-based electronic publishing system.
- ▶ Designed and implemented automatic tape (using chrntab) backup program and wrote shell scripts to simplify UNIX interface for writing staff.
- ▶ Developed naming conventions for PC board layout and schematic capture programs for integration with company's MIS system.
- ▶ Developed file naming conventions and standards for document part numbers for tracking revision levels and maintaining off-site electronic document archives.

REGULATORY CONSULTANT - *Automated Diagnostics Inc. Wallingford, Connecticut; August 1986 to August 1987.*

- ▶ Directed the adaptation of latex immunoassays developed in Belgium to a fully automated instrument developed by Automated Diagnostics Inc.
- ▶ Visited overseas facility to determine whether or not manufacturing processes met GMP standards.
- ▶ Generated information needed to fulfill Food and Drug Administration's Pre-market Notification requirements.

TECHNICAL WRITER FOR SOFTWARE SYSTEMS DEVELOPMENT - *Bristol, Waterbury, Connecticut; February 1985 to August 1986.*

- ▶ Prepared user and service-related documentation for distributed process control equipment serving the gas/ waste management industries.

TECHNICAL WRITER AND EDITOR FOR SOFTWARE DEVELOPMENT - *Engineering Automated Systems Middletown, Connecticut; September 1984 to February 1985.*

- ▶ Prepared manuals for CAD/CAM/CAE software applications.

TECHNICAL WRITER AND EDITOR FOR SOFTWARE DEVELOPMENT - *Gerber Systems Technology, South Windsor, Connecticut; September 1983 to September 1984.*

- ▶ Prepared operation and installation manuals for CAD/CAM/CAE software products.

DEVELOPMENT CHEMIST FOR SPECIAL CHEMISTRY - *Danbury Hospital, Hospital Avenue, Danbury, Connecticut; January 1983 to September 1984.*

- ▶ Developed new procedures for the special chemistry department including testosterone and 5-HIAA.

SPECIFICATION SUPERVISOR FOR THE DUPONT-NEN BIOMEDICAL DIVISION *New England Nuclear, North Billerica, Mass., August 1981 to January 1983.*

- ▶ Supervised staff of nine chemists and technicians in the development and maintenance of the quality control test procedures for immunoassay test kits (digoxin, ferritin, TSH, LH) and estrogen and progestin receptor assay systems.
- ▶ Prepared and implemented department's first computerized system (using DEC VAX/VMS 11/780) for stability data input and retrieval.
- ▶ Prepared and submitted written proposals to the Food and Drug Administration (FDA) for changes to testing specifications for estrogen and progestin receptor kit components.
- ▶ Wrote Standard Operating Procedures (SOPs) for laboratory testing to ensure compliance with FDA guidelines.

SENIOR PRODUCT SPECIALIST FOR CLINICAL LAB PRODUCTS DIVISION - *Picker Corporation, Northford, Connecticut; October 1976 to August 1981.*

- ▶ Developed specifications for clinical laboratory equipment (gamma counters and automated radioassay system).
- ▶ Installed systems, directed clinical field trials and conducted customer training in U.S. and Europe.
- ▶ Assisted in the writing of clinical protocols, reports, SOPs and other technical documents for submission to the Regulatory Affairs section.

MEDICAL LABORATORY TECHNOLOGIST - *St. Francis Hospital, Hartford Connecticut; August 1975 to September 1976.*

- ▶ Performed radioimmunoassay laboratory tests for clinical pathology department.