

WILLIAM J. PIKNOSH

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OBJECTIVE

Secure remote part-time or contract work:

Converting user, installation, and configuration documentation from InDesign, Word, FrameMaker, and PDF formats into structured XML using MadCap Flare.

Developing customer-facing documentation for software-based products and medical and analytical devices by conducting research and interviewing developers and engineering staff.

SUMMARY

- 30+ years of experience producing online help, PDF outputs, and knowledge-base content using MadCap Flare, FrameMaker, and Salesforce.
 - Extensive expertise migrating legacy documentation to **single-source, topic-based, XML-structured MadCap Flare** projects.
 - Skilled in creating mobile-friendly outputs, reorganizing complex manuals, and optimizing content for internal and client-facing support sites.
 - Collaborate in Agile environments with SMEs and product teams to design, develop, and maintain technical content.
 - Experienced pushing MadCap Flare source to Salesforce and other support portals, ensuring consistent delivery to call center agents and customers.
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EDUCATION & TRAINING

- B.A., Biology — University of Connecticut, Storrs, CT
- A.S.C.P. Certification, Clinical Chemistry — St. Mary's Hospital, Waterbury, CT
- User Documentation & Interface Design — Rensselaer Polytechnic Institute
- XML, DTD, and XSLT Coursework
- MadCap Flare Help Compiler; Advanced CSS & Single-Sourcing

SKILLS

Platforms / Markup: Windows, Mac OS, Linux, XML, HTML

Authoring / Tools: MadCap Flare, MadCap Analyzer, MadCap Capture, Salesforce, GitLab, Apache Subversion, SharePoint/Team Wiki, Visio, Excel, PowerPoint, Access

Adobe / Design: Photoshop, Illustrator, Acrobat, InDesign, FrameMaker, Captivate, Dreamweaver, Corel Draw

PROFESSIONAL EXPERIENCE

Technical Writer

Securitas Healthcare — Lincoln, NE | Apr 2022 – Dec 2025

- Migrated administrator, installation, and user guides from InDesign, Word, and FrameMaker into MadCap Flare.
 - Restructured a complex 625-page administrator guide into standalone topics with purpose statements to improve SEO and search usability.
 - Created and maintained documentation for devices and systems supporting senior living communities. Devices included wearable pendants, auto-fall detect pendants, and wireless call stations. Systems included the Arial ecosystem providing real-time alerts, notifications, and analytics for supported devices.
 - Organized SharePoint repository structures to align documentation workflows across technical writing teams.
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Product Knowledge Specialist

Pitney Bowes — Shelton, CT | Apr 1998 – Dec 2021

- Developed on-system help, mobile HTML outputs, support-site documentation, and PDF deliverables using MadCap Flare.
- Created and maintained documentation for postage meters, mail preparation systems, addressing and printing systems, and shipping and mailing software.
- Reviewed, edited, and published Salesforce knowledge articles from call center teams.

- Created comprehensive service manuals, including documentation for the ecoATM recycling kiosk.
 - Built and managed version-controlled MadCap Flare repositories using Apache Subversion; later migrated to GitLab.
 - Produced enterprise database of document part numbers and implemented a new sequential numbering system in Windchill.
 - Led global project to standardize product support pages by replacing multiple content sources with single-source XHTML.
 - Developed FrameMaker and Flare training materials for domestic and international knowledge management staff.
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Manager, Configuration & Data Management

Electronic Retailing Systems, Inc. — Norwalk, CT | Aug 1997 – Apr 1998

- Implemented Consensys PDM system to automate ECN workflows across multi-site engineering teams.
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Senior Technical Writer

General DataComm — Middlebury, CT | Dec 1995 – Aug 1997

- Lead writer for ATM switch product group; authored manuals and release notes for network management systems using SNMP.
 - Developed standards, templates, and style guides for online manuals using FrameMaker and Acrobat.
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Senior Technical Writer / Systems Administrator

Perkin-Elmer — Wilton, CT | Jan 1993 – Dec 1995

- Authored user, installation, qualification, and service guides for analytical instruments and PCR-related applications.
- Maintained documentation templates to support ISO 9000 and IEC 1010 compliance.

- Administered Novell network and installed/maintained Windows-based documentation applications.
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Technical Writing Supervisor

The Edwards Company — Farmington, CT | Aug 1987 – Jan 1993

- Supervised writers producing documentation for fire alarm systems.
 - Implemented UNIX-based electronic publishing and automated backup systems.
 - Established naming conventions and part numbering standards for document control.
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Additional Experience

Regulatory Consultant — Automated Diagnostics Inc. (1986–1987)

Technical Writer — Bristol (1985–1986)

Technical Writer — Engineering Automated Systems (1984–1985)

Technical Writer — Gerber Systems Technology (1983–1984)

Development Chemist — Danbury Hospital (1983–1984)

Specification Supervisor — Dupont-NEN Biomedical Division (1981–1983)

Senior Product Specialist — Picker Corporation (1976–1981)

Medical Laboratory Technologist — St. Francis Hospital (1975–1976)