

## BEN FISHER

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### SENIOR TECHNICAL WRITER

Detail oriented Technical Writer with experience designing, writing, and editing computer hardware, software, and engineering documentation. Adept in creating documentation to meet product development cycle timelines. Highly effective professional skilled in planning and producing documentation based on knowledge of products, user requirements, and business objectives. User advocate devoted to enhancing the user's experience. Proven ability to build and foster relationships within a team of writers, with subject matter experts, and with other teams.

### AREAS OF EXPERTISE

Technical Writing | Software Help | Hardware/Software Specifications | Single Source Content Development | Editing | User Experience | Style Guides | Project Management | Defect Resolution | API documentation

### TECHNICAL SKILLS

**Concepts:** XML/XHTML/HTML authoring | CCMS (Component Content Management System) | Source control (Git, CVS) | Bug/defect tracking | Agile development methods

**Documentation Tools:** Microsoft Word | Madcap Flare | Sphinx with RST and MD | Adobe Acrobat

**Other Business Tools:** Microsoft products | Apple Macintosh products | Atlassian Jira | GitHub

### PROFESSIONAL EXPERIENCE

#### Intel Corporation

11/2004 – 08/2023

#### Information Engineer; Sr. Technical Writer

Created a single source strategy to produce 20+ documents from one set of original files.

Wrote and edited User Guides and Help files for network hardware and software, ensuring schedules and quality standards were met.

Worked with cross functional teams to develop user-friendly network applications.

Performed UI text and message reviews in the software design phase. Provided feedback to ensure that UI text was useful, consistent, and concise.

Reviewed hardware and software specifications for both documentation impact and user experience impact.

Provided feedback to improve the specifications in those areas.

Created and maintained departmental style guide.

Set up network components to test configurations and resolve defects in the documentation.

### ADDITIONAL RELEVANT EXPERIENCE

Intel Corporation, Hardware Writers Team Lead; Sr. Technical Writer

Excel Systems Group, Technical Writer

Aldus Corporation, Software Tester

### EDUCATION

**Bachelor of Science (B.S.), Technical Journalism, Computer Science Concentration**

Oregon State University, Corvallis, OR