

Robert T. Hill, Technical Writer

(917) 605-1050 / robert@roberthill.org / http://roberthill.org / https://www.linkedin.com/in/roberthillnyc

Summary: Seeking to apply my technical writing, QA, training, research, web development, and project management skills to the development of web technologies in DITA/XML and Agile environments.

Career Profile: Technical Writer / Trainer / Researcher / Assistant Project Manager

- Over 15 years' experience as a professional technical writer, trainer, researcher, and assistant project manager.
- Wide-ranging experience in the financial, medical, advertising, educational, and Internet industries.
- Expert-level experience with DITA/XML, HTML5, JIRA, Confluence, Drupal, WordPress, and a wide variety of content management systems.
- Expert-level experience with Agile, ISO 9000, and IEEE engineering methodologies, requirements management, software development and marketing, application design, virtual reality development, web development, QA and validation, and general business writing.
- Proven ability to work with existing documentation sets as well as founding documentation protocols where none existed before.

Familiar Tools and Technologies:

- **Publishing Tools:** DITA/XML, Oxygen XML, Confluence, FrameMaker, RoboHelp, AuthorIT, WordPress, Drupal.
- **Bug Tracking and Change Management Tools:** JIRA, PVCS, Bugzilla, Documentum, Visual SourceSafe.
- **Web Development Tools:** SharePoint, Dreamweaver, HomeSite, NetObjects Fusion, WebSphere, and other HTML editors.
- **Graphic Tools:** Photoshop, SnagIt, Illustrator, Visio, GIMP, and a variety of presentation systems.

Education:

- **M.A. Labor Studies, CUNY School of Professional Studies, June 2011.** Magna cum laude.
- **B.A. History, City College of New York, February 2006.** Magna cum laude. Focus on Asian and Chinese history, but also with extensive classes from the Computer Science Department.

Professional Experience:

Amplify Education, Inc.

March 2013 to October 2015.

- Employee. Senior Technical Writer.
- Designed, built, and maintained public-facing Amplify Learning App User Help system.
 - DITA/XML open-source system.
 - Customized output for teachers, students, internal help desk, and forum moderators.
- Agile development environment.
- Also designed, built, and maintained an additional public-facing Amplify Learning Online Resources site, facilitating a wide variety of curriculum trials as well as a multimedia delivery for certain products.

Depository Trust and Clearing Corporation (DTCC).

May 2011 to December 2012.

- Consultant. COBOL/Java application Technical Writer.
- User guide and scenario-based help, written in Confluence wiki format.

Student at CUNY Murphy Institute for Worker Education. September 2009 to June 2011.

- M.A. in Labor Studies.
- Graduated June 2011, magna cum laude.

Merrill Lynch.

March 2007 to September 2009.

- Consultant. C++ App Technical Writer and Assistant Project Manager.
- “Ticking Risk” Risk Management System technical documentation. Technical and Functional Specifications, Doxygen Map of C++ Source Code, User Guides. Variety of system and user documentation for dozens of back-end systems and applications.
- Extensive automated reporting by coding wiki pages to draw data from JIRA work tracking system to display project management data.
- Regular reports to senior management documenting resource allocation against measurable system performance improvements.

J. P. Morgan Chase.**August 2006 to February 2007.**

- Consultant. Assistant Project Manager and Technical Writer. 6-month contract.
- Created and primarily responsible for change control management system, formal QA testing, release notes, and complete documentation set for in-house .JSP application.
- Created and produced wide variety of reports and progress tracking tools.

Student at City College of New York.**January 2002 to February 2006.**

- B.A. in History
- Graduated February 2006, magna cum laude.

PeopleSoft, Teaneck, NJ.**November 2000 to April 2001.**

- Consultant. Technical Writer. 6-month contract.
- Created 800+ pages of HTML user documentation for two PeopleSoft applications.
- Online help was web-based and integrated into the product in a context sensitive manner.
- Included project management intranet site to distribute documents to developers for review and editing.

LivePerson, New York, NY.**November 1999 to October 2000.**

- Employee. Publications Manager.
- Responsible for managing a team of three technical writers and three web developers in the design, creation, and maintenance of all corporate Internet, Intranet, and Back End documentation.
- Created all documentation and the corporate intranet from fresh start.
- Oversaw two revisions of the corporate website along with day-to-day maintenance.

DoubleClick, New York, NY.**October 1998 to November 1999.**

- Employee. Technical Writer.
- Responsible for creating requirements documentation for front- and back-end systems.
- Created test plans, release notes, system diagrams.
- Responsible for QA departmental portion of intranet, from creation through maintenance.

Bayer Diagnostics, Tarrytown, NY.**January 1998 to October 1998.**

- Consultant. Requirements Engineer / Technical Writer. 9-month contract.
- High level design and requirements collection for hardware/software hybrid medical equipment.
- Responsible for departmental portion of intranet, from creation through maintenance.

Dow Jones Markets, New York, NY.**February 1997 to January 1998.**

- Consultant. Requirements Engineer / Technical Writer.
- High-level design and requirements collection for database-driven, Internet-based bond trading application.
- Close involvement with QA, writing of test plans.
- Created, maintained Development Team Intranet site, product demos.

Awards and Professional Memberships

- **Society for Technical Communications. Member since 2004.**
- **Carl Dunat Scholarship, CCNY History Department, May 2006.** Awarded for general performance in City College History Department class work (cash prize).
- **Oscar Lloyd Meyerson Prize, CCNY History Department, May 2005.** Awarded for specific papers of excellence entered by professors into annual competition (cash prize).
- **Harry Schwarz Award, CCNY Department of Computer Science, May 2004.** Awarded for general performance in the Computer Science program (cash prize).
- **Tau Beta Pi, Engineering Honor Society. Inducted May 2004.**
- **Secretary of the History Club, CCNY. 2004-05 school year.**

Selected Publications and Demo Portfolio

- See <http://www.roberthill.org> for sample research and writing projects.
- Additional written samples available upon request.