

# Joseph P. Weakland, Ph.D.

## Technical Writer



[Check out my Technical Writing Portfolio](#)



[Email me: jpweakland1@gmail.com](mailto:jpweakland1@gmail.com)



[View my LinkedIn Profile](#)



### CAREER SUMMARY:

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Experienced technical writer, editor, and content creator seeks to leverage an array of communication skills as a member of your team. Plans, creates, and maintains technical content for end-users: quick start and user guides, integration guides, app-embedded help, datasheets, and tutorial videos. Works alongside the team during all phases of the software development lifecycle. Researches and analyzes new features to publish timely, audience-centered content. Collaborates with subject matter experts in a cross-functional team environment. 8 years of experience with MadCap Flare (HTML, CSS) and topic-based authoring.

### WORK EXPERIENCE:

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#### **Kaseya/RapidFire Tools**

##### Technical Writer | 2017-present

- Authors, enhances, and maintains searchable knowledge bases for a suite of IT risk management and security products (Network Detective Pro, VulScan, Cyber Hawk, and Compliance Manager GRC)
- Collaborates in an Agile environment as a member of an interdisciplinary team; participates in all stages of product design, development, and delivery; works daily with developers, QA engineers, and product owners using Atlassian Jira
- Responsible for analyzing feature specifications, consulting coding tickets, testing features in QA environments, and crafting help topics with a focus on enhancing customer experience
- Manages a large MadCap Flare project integrated with Git for version control; includes 6 searchable knowledge bases and 50+ PDF documents; 9000+ monthly views
- Scripts, records, and edits a large library of video content (80+ videos) using Cyberlink PowerDirector and Adobe Premiere to support end-user onboarding and self-help; 1300+ monthly views
- Co-facilitates go-to-market meetings to promote product knowledge transfer among customer-facing stakeholders; communicates with Support, Onboarding, and Sales teams to disseminate product knowledge and incorporate feedback into documentation
- Creates product launch artifacts to support marketing and sales stakeholders
- Delivers in-app context help using integrated tools such as Intercom and WalkMe

#### **RouteMatch Software**

##### Product Communication Specialist | 2016-2017

- Researched and analyzed an array of public transit technologies and business purposes to create accurate and timely technical content for a variety of audiences

## **Georgia Institute of Technology**

Marion Brittain Postdoctoral Fellow | 2015-2016

- Instructed future computer science practitioners within an Agile team-based, client-focused technical communication course. Co-taught with computer science instructors. 50 students.
- Engaged project teams in developing technical communication skills appropriate to working with real-world clients: conducting interviews with SMEs (subject matter experts) to assemble technical requirements/specifications, drafting design documents to convey system specifications to team members, and facilitating a usability study to test and evaluate application effectiveness with target user demographics
- Provided technical expertise on writing documents related to software/technology development: RFP and RFI, statement of work, user stories, feasibility report, detailed design, procedures, manuals, operational instructions, usability study, postmortem
- Employed strategies for Written, Oral, Visual, Electronic, and Nonverbal (WOVEN) communication: this includes document design, style, organization, formatting, images, etc.

## **Center for Environmental and Sustainability Education**

Editorial Associate | 2006-2016

- Conducted research, technical writing, editing, public speaking, event planning, administration, and a variety of office communication tasks
- Produced a variety of high-level documents in an office environment, including technical white papers and formal reports on yearly activities submitted to the University administration, Board of Advisors, and State System; developed criteria to assess effectiveness of initiatives
- Authored, edited, and organized academic writing projects ranging from edited volumes with 60+ international contributors, to co-authored articles with 2-3 collaborators, to independent projects; this includes writing and editing proposals to advance projects, assessing project effectiveness, and interviewing stakeholders in order to gather information for project completion

## **EDUCATION:**

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**Ph.D., English | University of Florida | 2011 - 2015**

**M.A., English | Florida Gulf Coast University | 2008- 2010**

**B.A., English | Florida Gulf Coast University | 2003 - 2008**

## **SELECTED TEACHING:**

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**Technical Communication Strategies (LMC 3431/3432)**, Georgia Institute of Technology, 2015-2016

**Advanced Business Writing for Accountants (ENC 5236)**, University of Florida, Summer 2013

**Advanced Argumentative Writing (ENC 3312)**, University of Florida, Spring 2015

**Professional Communication for Engineers (ENC 3254)**, University of Florida, Spring 2014

**Technical Writing (ENC 2210)**, University of Florida, Summer 2014

**Writing Academic Arguments (ENC 1101)**, University of Florida, Summer 2012

**Composition I (ENC 1101)**, Florida Gulf Coast University, Fall 2009

**Composition II (ENC 1102)**, Florida Gulf Coast University, Spring 2010

**Additional writing samples are available upon request or incident to an interview**

**References available upon request**