

# William Walton

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<https://www.linkedin.com/in/billwaltonthewriter>

## SUMMARY

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Seasoned Technical Writer with 19 years of experience, adept in creating diverse technical documentation and procedural materials for industry leaders like Dell, Ford, and Microsoft. Managed comprehensive documentation projects at Huntsman Corporation and Hewlett Packard Enterprise, ensuring accuracy and user accessibility. Seeking a Senior Technical Writer role to leverage extensive background in content development, project management, and technical analysis.

## WORK EXPERIENCE

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### 601 Systems

Writer / Web Writer / Blogger

Apr 2004 - Present

- Conduct comprehensive research and develop a broad range of documentation, both procedural and instructional, catering to the needs of diverse clients such as Dell and Ford.
- Serve as a senior site editor and featured writer for Avgeekery.com, focusing on producing high-quality aerospace-related content.
- Contribute to LombardiAve.com by creating engaging online content that enhances the reader's understanding and enjoyment of the subject matter.
- Function as the National Sail Sports Examiner for Examiner.com, delivering insightful and authoritative articles on sailing sports.

### Oxy Petroleum

PnP Standards Analyst / Technical Writer

Apr 2023 - Jul 2023

- Conducted comprehensive research and analysis to author and revise technical documentation, ensuring accurate representation of wireless communications equipment and network device specifications.
- Played a pivotal role in maintaining documentation integrity by systematically reviewing and updating policy, procedure, and standards materials.
- Facilitated the consistent application of preventive maintenance and repair protocols through the meticulous documentation of design and installation processes.

### Microsoft

Content Program Manager / Technical Writer

Feb 2022 - Nov 2022

- Analyzed and enhanced inter-departmental communication strategies within a Cloud Hardware and Infrastructure Engineering team, leading to more streamlined workflows.
- Collaborated with cross-functional teams to develop and disseminate process and procedural documentation for new tools and reporting procedures.
- Transitioned from a role focused on Data Center Services and Business Intelligence, bringing valuable insights and continuity in documentation practices to the team.

### PepsiCo

Technical Writer / Project Manager

Aug 2021 - Dec 2021

- Developed a comprehensive New Hire QuickStart Program tailored for data engineering staff, enhancing their acclimation to company systems and procedures.
- Produced and refined a suite of instructional materials, including glossaries, procedural documentation, and FAQs, to support both trainers and new hires.

- Created visual aids such as diagrams and flowcharts, along with detailed tool descriptions and guides for machine setup and application configuration.

### **CPA Global LLC**

Interface Consultant / Project Manager

Feb 2019 - Feb 2021

- Developed and tested customized interfaces for multiple intellectual property management software products, ensuring alignment with client specifications and operational needs.
- Led user experience (UX) and user interface (UI) testing for Salesforce integrations, enhancing system usability and client satisfaction.
- Authored and maintained comprehensive documentation for both client-facing and internal processes, contributing to improved clarity and efficiency in company procedures.

### **Huntsman Corporation**

Technical Writer

Aug 2018 - Feb 2019

- Authored comprehensive procedural documentation aimed at enhancing project management practices, incorporating feedback from user interviews with administrators and managers.
- Updated and published documentation reflecting significant modifications to SAP systems and group project management methodologies, ensuring alignment with current operational procedures.

### **Hewlett Packard Enterprise**

Technical Writer

Jul 2016 - Jun 2017

- Crafted and refined a comprehensive suite of technical documentation, including articles, white papers, and solution blueprints, ensuring accuracy and consistency across all published materials.
- Developed and edited a range of marketing and corporate communication materials, from sales presentations to social media content, enhancing the clarity and effectiveness of messaging.

### **NRG Energy**

Technical Writer / Product Analyst / Support Analyst / Trainer

Jun 2014 - Oct 2015

- Authored and refined a suite of user-centric technical documents, including product manuals, quick-start guides, and FAQs, ensuring clarity and accessibility for consumer engagement.
- Served as the subject matter expert in home automation and security, overseeing the management and administration of home automation systems and PC networks.

### **Hewlett Packard Corporation**

Mass Storage Development Program Manager

Nov 2009 - Apr 2014

- Led the coordination and delivery of software and hardware development projects, ensuring their integration into Corporate Desktop PCs and Thin Clients.
- Served as the subject matter expert for solid state drive (SSD) technologies, providing key insights and advocacy for product adoption.
- Managed the creation and dissemination of critical technical documents, including requirements, specifications, release notes, and support materials, to facilitate clear communication with stakeholders.

## **EDUCATION**

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Texas State Technical College

1988

Associate of Applied Science, Instructional Media (Radio Television and Film)

University of Phoenix

2025

Bachelor of Science, Computer Science

## **SKILLS**

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Adobe Creative Suite • Agile Methodologies • AP Style • Apache Airflow • Api • Argo • Aws • Broadcasting (Radio and TV) • Camtasia • Cloud • CMS • Coaching • Compliance • Confluence • Content Creation • Content Management • Copyrights • Cybersecurity • Data Center • Data Vault 2.0 • DBT • Directed Acyclic Graphs (DAGs) • Dita • Editing (Content/Imagery/Audio/Video) • Ehs • Faa • FCC • GitHub • HTML • InfoMart • Intellectual Property • Java • Jira • Journalism • MadCap Flare • Marketing • Mentoring • MS Azure DevOps (ADO) • MS Loop • MS Office Suite • MS Power Apps • MS SharePoint • MS Teams • Patents • Photography (Digital/Film, Video/Still) • PMP • Proofreading • Proposals • Python • Quality Assurance (HW/SW) • Regulatory Compliance • Requirements • RFIs • RFPs • RFQs • RoboHelp • RRP • Safety • Salesforce • SaaS • Sap • Screenwriting • Scrum • Seo • Six Sigma • Slack • SnagIt • Snowflake • SQL • Teaching • Technical Writing • Trade Secrets • Trademarks • Training • Technical Training • User Experience (UX) • User Interface (UI) • Wix • WordPress • Writing • XML