

# CHRISTOPHER WALKER

Technical Writer

## DETAILS

### EMAIL

chrisw10@gmail.com

## SKILLS

Technical Writing

Documentation  
Maintenance

Process Standardization

Process Improvement

Cross-Functional  
Collaboration

Project Management

Communication

Critical Thinking and  
Problem Solving

Detail Oriented

Independent Worker

Teamwork

Strong Work Ethic

Video Production

Adobe Creative Suite

Adobe Illustrator

Adobe InDesign

Adobe Photoshop

Adobe Premiere

Asana/Confluence

DaVinci Resolve

HTML/CSS/XML

Microsoft Office 365

Microsoft SharePoint

## PROFILE

Having problems keeping your documentation up to date in a rapidly developing technological landscape? I have 13 years of experience as the sole technical writer for a computer hardware and software company where I regularly updated documentation and managed my time across multiple projects to meet tight deadlines.

I'm excited to bring my experience to a team that values simplifying complex technical concepts to a lay audience and finds great satisfaction in creating content that truly helps others.

## EDUCATION

B.S. Mass Communications/Radio and Television  
Kansas State University  
2001 — 2005

## EXPERIENCE

Freelance Technical Writer/Content Developer  
April 2024 — Present

- Helping businesses with their documentation needs, specializing in user manuals, quick start guides, data sheets, technical specifications, case studies, and white papers to increase customer confidence in my clients and save both client and their customers from spending hours on technical support calls

Technical Writer at CDSG  
November 2010 — April 2024

### Roles and Responsibilities

#### Technical Writing

- Proven experience as an IT technical writer, creating documentation across a broad range of tech sectors, including data security, cybersecurity, disaster recovery, data forensics, and digital cinema in both hardware and software contexts
- Spearheaded all company technical writing initiatives from end user documentation, internal company process guidelines and work instructions, to marketing copy—saving customers thousands of hours of technical support, increasing manufacturing consistency and efficiency, and increasing customer confidence in CDSG

## Technical Writing, continued...

- Standardized documentation process by implementing Paligo, an XML DocBook-based Component Content Management System (CCMS) and demonstrating my commitment to process improvement
- Regularly updated software and hardware documentation for WiebeTech Ditto DX and DIGISTOR Citadel SSDs using Agile-like methodologies, ensuring documentation reflected the latest changes and updates to software and firmware products with user interfaces, preventing user confusion and decreasing customer calls to technical support
- Created technical specifications for DIGISTOR brand SSDs based on master specifications sent from overseas manufacturers, updating and writing new content as well as improving document flow, which helped system integrators like Dell implement DIGISTOR products into their systems
- Collaborated with subject matter experts across sales, engineering, QA, and marketing teams to create documentation that effectively addressed end-user needs
- Developed and maintained product listings and technical specifications for both internal stakeholders and public-facing websites, ensuring that sales and customers had adequate knowledge of CDSG products and smoothing the client engagement process
- Maintained an ISO-9000-based content management system used by CDSG's Ops department to print documentation for inclusion into product packaging
- Maintained a SharePoint knowledge repository for the sales team to access relevant marketing and documentation resources, improving client engagement
- Mastered the art of communicating technical information in an easy-to-understand manner, using accessible words and a friendly, professional tone
- Made complex user interfaces and installation methods digestible and understandable to end users, increasing users' understanding of CDSG's products
- Utilized AI to generate options to improve clarity and word choice (but *never* just copying and pasting!), with a focus on the intended target audience that I've carefully defined to the AI; this helps me create content that's clearly understandable to the end user at the level of technical knowledge they already have

## Project Management

- Led the development and marketing of a CDSG-to-Dell product compatibility filter for CDSG's Dell Federal portal site, removing time and knowledge obstacles to Dell Federal's purchasing process, earning more money for both companies and demonstrating my project management and collaboration capabilities
- Tracked progress of multiple projects using Asana project tracking software, making it easier to work on and finish projects without going over deadline
- Led the redesign of [digistor.com](https://digistor.com), successfully relaunching the website within 2 months of receiving the comps from the marketing agency, demonstrating my adaptability to work under tight deadlines
- Used Agile-like methodologies to iterate [digistor.com](https://digistor.com) after relaunch, improving content and design from MVP status to full-featured within an additional two months of development time