

**John Vanderzyden | dba ZyDesign**  
303.521.3858 | Skype: john\_zyden | Denver, Colorado  
john.vanderzyden@gmail.com

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## Technical writer specializing in software user guides

Get in touch with me today if you're looking for top-notch writer with strong character, attention to detail, and a keen talent for engaging and thoughtful help guides. Always articulate and precise, I have complete command of English language, sentence structure, active-voice mechanics, and solid grammar. I work hard to make my clients happy.

With over 10 years of technical writing expertise, high quality has always been my focus. Have a look at my extensive portfolio (links below) and you'll find a diverse sampling of help documents: **user guides, API references, knowledge bases, tech-blog articles, technical coursework, product guides, and datasheets.**

I have a mastery of **Word, GoogleDocs, Adobe InDesign**, context-sensitive **RoboHelp**, and single-source **Madcap Flare**. Also, I'm proficient with **HTML5** and I can perform **WordPress** admin, authoring, editing, themes, and plugin configuration. I also have strong graphic-design expertise for creating diagrams, screenshots, annotations, and flowcharts—primarily with **Photoshop** and **Illustrator**.

Here, you can see the extensive help system that I built with **RoboHelp**:

<http://forms.logiforms.com/public/usermanual>

I also did other user-guide and reference work for the same client which you may find at:

<http://v3.logiforms.com/support>

I wrote most of the Knowledge Base and FAQ for <http://help.encoding.com/> .

*"John is a great asset to our team. He is a self-starter and was able to move on our project where other freelancers failed. For technical documentation, you need to have someone who is curious and investigative. He was able to ask questions and make progress with my significantly limited time availability. I'm very satisfied in his work and will be hiring him again for maintenance of our documents and future projects." — VP of Engineering, i-Parcel*

**Portfolio** – You can review and download examples of my work from my technical writing portfolio:

<https://www.dropbox.com/sh/o8s64c2wusr5lcw/AABxlao-6hA9ljDuQ-mJ46O9a?dl=0>

Also, please have a look at my oDesk portfolio:

<https://www.odesk.com/users/~010bcf1f2d858611a9>

## **Methodology**

Consider my proven approach to authoring technical documentation:

1. Strong technical aptitude means quick immersion and good situational awareness.
2. Evaluate the software, device, product or process, and then ask clarifying questions.
3. Write outline.
4. Write on core features or concepts.
5. Revise according to preliminary client feedback.
6. Timely and priority writing on remaining features.
7. Get answers to questions, working from specific to general topics.
8. Step back to write summaries: workflows, section overviews, and examples.
9. Write on any late-developing features (built toward the end of writing activity)
10. Formatting + styling of headings, sections and tables.
11. Formatting: spacing, lists, multiple columns, and so on.
12. Refine all diagrams, screenshots, and images.
13. Build interactive ToC, cross-references, indexes, and footnotes.
14. Render in target(s) and verify.

## **Prior Experience**

Prior to a major life-transition, I spent 15 years as a technology Project Manager—a senior PMP-certified practitioner. My background includes **E\*Trade** and **Hewlett-Packard**, and I'm a former manager with **Ernst & Young**, and **Visa**. Qualities that I still exhibit:

- Extensive [full technology lifecycle experience](#) on many successful projects.
- Substantial [large-project](#), multiple-project, and [program](#) management experience
- [Collaborative](#) and [flexible](#) in planning and change management
- [Effective communicator](#) with business, client, and technical audiences—at all levels
- Highly [organized](#) and [decisive](#); strong in prioritization, estimating, & change control.
- [Anticipatory](#) and [thorough](#) in all phases -- definition, planning, executing, and controlling
- Engaging leader with the proven ability to [motivate teams to deliver](#) on schedule.
- Substantial experience in [compliance/regulatory](#) environments (FASB, SOX)

### **Education and Certification**

- B.S. Mechanical Engineering, University of Houston
- Project Management Professional (PMP)
- Certified ScrumMaster