

Doug MacMillan

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Profile

Award-winning writer who authors clear, concise content. Demonstrated ability to manage multiple projects and meet aggressive deadlines as a dedicated team player.

- Synthesize various levels of knowledge and provide audience-appropriate insights.
- Devise, implement, and communicate solutions among departments, integrating with training, pre-sales engineering, customer service, marketing, and graphic design.
- Mentor employees and contractors in products, tools, and departmental processes using mentoring skills developed over years as a music instructor.
- Proficient in MadCap Flare/Capture, Acrobat, Jira, Figma, Slack, Lucidchart, Google Workspaces, FrameMaker, RoboHelp, InDesign, Arbortext Editor, Paint Shop Pro, Gimp, Photoshop, Illustrator, Bugzilla, Vasont, Subversion, MS Office, Windows, and Mac OS.

Experience

TalentWave/Red Hat, Amherst, MA (2021-Present)

Copy editing for three major communities—Enable Sysadmin, Enable Architect, and Opensource.com, using Trello and Dupral.

InData Corp./The Commons Project, Amherst, MA (2021-Present)

Develop documentation to support the CommonPass app (COVID-19 travel certificates). Documents include a presales end-user functions guide (iOS and Android), a partners' implementation guide (OAuth and SMART on FHIR), and an API guide.

Dimensional Insight, Burlington, MA (2014-2019)

Introduced MadCap Flare and initiated the transformation of an extensive library of business intelligence software manuals to a series of online help systems.

Senior Technical Writer

- Developed help systems for an integrated development environment, including proprietary scripting languages and CLIs—improving and elevating the writing style of content from existing manuals and single sourcing multiple online and printed outputs (multiple user-level help systems and printed training materials).
- Helped manager develop a new content strategy based on DITA concepts and helped recruit, interview, hire, and train new employees for various roles.
- Participated in the development of a style guide and other group standards documents.
- Collaborated with development, QA, training, and marketing, which resulted in improved relationships and communication between departments.

Hewlett-Packard Development Company, L.P. (2001-2012)

Wrote documentation and led projects for industry-standard server and storage products.

Project Manager

- Simplified and consolidated documentation projects. Called upon to take charge of problematic projects, which required quick implementation of strategies to reduce word count and develop good working relationships with engineering groups.
- Developed and implemented an XML-based content management system, working with a diverse and extensive team. Created custom InstallShield, created and executed stylesheet test plans, created and maintained error-tracking system, and developed XML/CMS curriculum for internal brown-bag sessions, coordinating with the stylesheet developer, database administrator, managers, and system users.

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- Led reorganization of a high-profile storage reference (SAN Design Reference Guide) through text reduction, structured writing, improved graphics, and XML conversion. Received several internal Customer Champion Awards for this effort.
- Managed development of an internal documentation management system for pre-sales configurations. Took hundreds of web pages to a single, dynamic web page, coordinating among QA, web designer, database developer, writers, managers, and pre-sales engineers.

Senior Technical Writer

- Negotiated budgets for contract writers, supervised their work, and met deadlines supporting multiple, concurrent documentation projects.
- Wrote installation guides, reference guides, user guides, and release notes to support multiple OS connectivity kits, administrative software, and pre-sales engineering.
- Wrote a CLI guide for managing virtual storage systems.
- Assisted in the creation of a departmental style guide and a quick-reference card for writers.
- Promoted hands-on approach for writers in engineering labs to ensure completeness and accuracy of documentation.

OpenPages, Westford, MA (1998-2001)

Wrote user guides, administrator guides, and help systems. Managed documentation and marketing projects for a dynamic, database-publishing suite of applications.

Documentation Manager

- Developed templates with defined standards. Ensured conformance to these standards by reviewing work of all writers.
- Determined the annual staffing and budget requirements for documentation and training.
- Identified and qualified outsourcing vendors, negotiated contracts, and managed contractors on documentation and marketing projects.
- Managed a group of seven writers in Moscow, providing instruction in proper English usage and the basics of technical writing.

Senior Technical Writer

- As the sole technical writer, developed a six-book documentation set and help systems for flagship content management products.
- Produced a multimedia product demo, providing screen shots, voice-over script, and step-by-step product instructions to the graphic designer and animator.
- Created numerous marketing pieces, including product datasheets, corporate brochures, multimedia demos, and web sites.

Education

Professional Writing/Technical Communication, University of Massachusetts, Amherst, MA

Indexing Workshops, American Society of Indexers, Amherst, MA

BS Botany, University of Massachusetts, Amherst, MA

Programming Courses, University of Lowell, Lowell, MA

Music Composition Studies, Berklee College of Music, Boston, MA

Professional Affiliations and Awards

Society for Technical Communication (STC), Boston chapter 1998-2012, 2017-2018

STC Award of Distinction (Boston) and Award of Excellence (International) 1998

Customer Champion Awards (Hewlett-Packard) 2001-2012