

Dan Batten

804.677.3667
deebat@protonmail.com

TECHNICAL WRITER

OVERVIEW

Seasoned writing professional and knowledge manager with over 30 years' experience in corporate communication. Experienced supervisor, trainer, and project manager. B.A. in writing and post-graduate certificate in elementary education.

TECHNICAL SKILLS

Adobe and Microsoft Office application suites, including Visio. Knowledge base platforms including Confluence, SharePoint, Salesforce, ServiceDesk Plus, and ServiceNow. E-learning development tools including Articulate Storyline, RoboHELP Office, and TechSmith Camtasia. Knowledgeable in HTML, CSS, and JavaScript.

PROFESSIONAL EXPERIENCE

Knowledge Management Technical Writer / National Life Group / Montpelier, Vermont / 2019 – present

Currently engaged in the following work:

- Establishing knowledge management practices in an organization with little technical writing history
- Producing end-user documentation and learning tools for a variety of internal and external audiences
- Replacing an outdated and unsupported SharePoint knowledge base with a redesigned Confluence-based system

Technical Writer / Virginia Department of Motor Vehicles / Richmond, Virginia / 2017 - 2019

- Designed and developed policy and procedure documents in response to departmental security audits
- Implemented the department's first technical knowledge base for internal support personnel
- Revitalized a neglected documentation and training suite for a flagship product

Technical Writer / Indivior / Richmond, Virginia / 2016 - 2017

- Took responsibility for all technical writing deliverables in the IT Global Delivery department
- Established policies for composition, categorization, storage, and life cycle of knowledge base articles
- Designed and maintained the IT training repository in SharePoint

Technical Writer / Estes Express Lines / Richmond, Virginia / 2013 - 2016

- Designed and administered the IT department's wiki communications systems
- Captured documentation for several complex applications with an audience of thousands
- Established a fledgling technical writing department through the creation of team policies and standards

Web Content Manager and Editor / Capital One / Richmond, Virginia / 2012 - 2013

- Authored procedural and conceptual materials for a customer service audience
- Collaborated closely with subject matter experts to appropriately explain sensitive legal topics

Technical Writer / Media General / Richmond, Virginia / 2010 - 2012

- Led effort to create learning tools for employees to gain proficiency with enterprise-critical applications
- Assumed product owner responsibilities during the planning and design of new development initiatives
- Trained new employees on enterprise-critical applications

Technical Writer / ALON, Inc. / Springfield, Virginia / 2009 - 2010

- Prepared design documents and system specifications for the U.S. federal government

Teacher and Webmaster / Henrico Public Schools / Richmond, Virginia / 2008 - 2009

- Planned, directed, and assessed the daily education of over 20 students in a general education setting
- Maintained the school's website; oversaw wiki development across grade cohort
- Presided over the class with the school's highest standardized test scores in end-of-year testing

Technical Communications Coordinator / MYOB US, Inc. / Various Locations / 1994 - 2007

- Founded the company's technical writing department, which eventually grew to over 20 employees
- Developed writing standards and a style guide for the entire enterprise
- Produced award-winning learning tools for software products used by audiences around the globe
- Held key decision-making roles on project management teams in the systems development lifecycle

EDUCATION

Certificate in Applied Studies in Teacher Licensure

University of Richmond

B. A., English Writing and International Relations

Concordia College