

Daniel E. Batten

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Experienced Technical Communicator skilled in audience analysis, learning tool design, project management, end user training, and process and standards development, with subject matter expertise in multiple industries.

Summary of Qualifications

- Over 25 years of experience as a technical communicator
- Proficient in corporate training techniques; formally trained and licensed educator
- Extensive project management background, often with supervisory and budgetary responsibilities
- Highly self-motivated employee; many years of employment as a solo writer and telecommuter

Professional Experience

TECHNICAL WRITER

VIRGINIA DEPARTMENT OF MOTOR VEHICLES

2017 – present
Richmond, Virginia

- Designed and developed policy and procedure documents in response to departmental security audits
- Successfully 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

2016 – 2017
Richmond, Virginia

- 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

2013 – 2016
Richmond, Virginia

- 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/EDITOR

CAPITAL ONE

2012 – 2013
Richmond, Virginia

- Authored procedural and conceptual materials for a customer service audience
- Collaborated closely with subject matter experts to appropriately explain sensitive legal topics
- Gained mastery of a robust custom content management system

Professional Experience (cont.)

TECHNICAL WRITER 2012
SUNTRUST BANKS Richmond, Virginia

- Composed process documentation and designed process flows for a corporate management audience

TECHNICAL WRITER 2010 – 2012
MEDIA GENERAL Richmond, Virginia

- 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 2009 – 2010
ALON Springfield, Virginia

- Prepared design documents and system specifications for the U.S. Department of Homeland Security

TEACHER/WEBMASTER 2008 – 2009
HENRICO COUNTY PUBLIC SCHOOLS Richmond, Virginia

- 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 1994 – 2007
MYOB US, INC. Rockaway, New Jersey

- 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

TECHNICAL WRITING PROJECT MANAGER 1988 – 1994
GREAT PLAINS SOFTWARE Fargo, North Dakota

- Composed printed and online documentation content in a collaborative department of 44 writers
- Acted as technical writing lead on countless software development projects
- Supervised and guided the writing activities for a technically focused team of 12 writers

Education and Training

BACHELOR OF ARTS: ENGLISH WRITING, INTERNATIONAL RELATIONS
CONCORDIA COLLEGE

1989
Moorhead, Minnesota

ASSOCIATE'S CERTIFICATE: APPLIED STUDIES IN TEACHER LICENSURE
UNIVERSITY OF RICHMOND

2008
Richmond, Virginia

Competencies

Skills:

- Agile methodologies
- Audience analysis
- Audit compliance documentation
- Content management systems
- Copy editing
- Employee development/supervision
- End user training
- HTML/CSS
- Newsletter development
- Knowledge management
- Policy development
- Project coordination
- Remote work (telecommuting)
- Requirements/specifications development
- Technical writing/editing
- User interface design
- Website and wiki development

Tools:

- Adobe Acrobat
- Adobe Captivate
- Adobe Dreamweaver
- Adobe FrameMaker
- Adobe Fireworks
- Adobe Photoshop
- Articulate Storyline
- Atlassian Confluence
- Camtasia Studio
- Microsoft Office Suite, including Visio
- Microsoft SharePoint and Office 365
- RoboHELP Office
- Salesforce.com
- ServiceDesk Plus
- ServiceNow
- Snagit

Professional Memberships

- Society for Technical Communication (STC) (member since 1991)
- Association for Information and Image Management (AIIM)
- Richmond Atlassian User Group
- Richmond SharePoint User Group