

Daniel Friedman

Exceptional documentation for agile software teams

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Objective

To develop documentation standards and automated processes for enterprise software products that deliver content a superior experience for developers, system implementers, and end users.

Software

- **Doc Publishing:** DITA, CMS, Markdown. Madcap Flare, Oxygen Editor, Arbortext, XMLSpy
- **Content Management Systems (CMS):** Ixiasoft, Confluence, SharePoint, Squarespace
- **Programming and Databases:** Python, XSLT, HTML, CSS, XML, SQL, IntelliJ
- **Project Management:** JIRA, Azure Devops
- **Office:** Microsoft Word, PowerPoint, Excel, Outlook, Visio, Google Docs
- **Adobe:** Acrobat, Framemaker, Dreamweaver, InDesign, Captivate, Photoshop, Illustrator
- **Source Control:** GIT, TFS, TortoiseSVN

Professional Experience

STP Compliance EHS: Product Manager

Remote/Ottawa 2022 – Present

- Developed and documented requirements in coordination with developers, sales, and support for product enhancements and new features.
- Maintained documentation for REST API and data model.
- Won employee of the month for successful delivery of new features.
- Leveraged SQL queries to help refine features and make strategic decisions on product direction.
- Implemented new workflow for development and content teams allowing improved tracking and reporting in Azure DevOps.
- Developed and implemented Python scripts to automate content delivery.
- Lead daily scrum call for agile development team to manage sprint plan and project status.

Infor: Senior Technical Writer/Information Developer

Remote/Ottawa, ON. 2018 – 2022

- Documentation owner for multiple modules of Infor's Workforce Management cloud software, including machine learning and big data optimization features.
- Development of Python scripts to automate the production of release notes from JIRA issues to DITA XML documentation, saving hours in each monthly release cycle.
- Launched online help for Workforce Management to transition documentation from PDF guides to online documentation libraries in a centralized, searchable format.

- Delivered documentation as embedded technical writer for multiple development teams.
- Creation and maintenance of online help, user guides, administration guides, developer guides, installation guides, product bulletins, and release notes.

Infrastructures for Information (i4i): Technical Writer

Toronto, ON. 2015 – 2018

- Successfully transitioned end-user help from legacy formats to Madcap Flare HTML5 help to improve search function and allow quick updates based on user feedback.
- Creation and maintenance of online help, release notes, installation and administration guides, and quality assurance test scripts (IQ and OQ).
- Implemented context-sensitive help features within i4i's core software, linking users to topics relevant to the exact product features they are accessing.
- Development of XSLT stylesheets used in production environments.

FLIR Systems Inc: Technical Writer Level 2

Markham, ON. 2011 – 2015

- Implemented XML-based documentation system, saving over \$50,000 in annual translation costs.
- Developed manuals, quick start guides, online FAQ's, instructional videos, and white papers for hardware, software, and cloud services.
- Created award winning proposal for FLIR FX in the 2014 CES Innovation Awards.
- Recruited, supervised, and mentored Junior Technical Writers.
- Implemented automated product management processes in SharePoint.

Canadian Tire: Integration Architecture Specialist, Technical Writer (Co-op)

Toronto, ON. Jan - Apr 2011

- Documented software development life-cycle (SDLC) process through interviews with SMEs, including business analysts, project managers, software architects, and developers.
- Coordinated with multiple departments to document SSL certificate management processes.

The Sentinel Project for Genocide Prevention: Research Analyst (Volunteer)

Toronto, ON. 2010 - 2014

- Developed documentation tutorials and wiki help files for internal software products and processes for internal end users and systems administrators.

Education

Grad Certificate, Technical Communication, 2010 - 2011

Seneca College of Applied Arts and Technology, President's Honour List

Honours BA, Political Science and History, 2005 – 2010

University of Toronto - Woodsworth College