



Customer-Focused Senior Technical Writer



Translate Tech Talk and Deliver Just-in-Time Information

Broad documentation and learning development expertise, including software manuals, online help, e-learning, editing, and website design. Quickly learn technical topics and communicate them to intended audiences based on knowledge levels. Award-winning ability to maintain engagement with a remote team and clients, and deliver high-quality, user-centered content on tight deadlines.

Technical Skills

- Software:** RoboHelp, Articulate Storyline and Studio, Captivate, Dreamweaver, Photoshop, SnagIt, Microsoft Office (Word, PowerPoint, Excel), Visio, Skype, WebEx, Adobe Acrobat, FileZilla FTP
- Operating systems:** Windows, Mac OS, AS400
- Platforms:** Moodle LMS, SuccessFactors LMS, WordPress, SharePoint, DotNetNuke (DNN), JIRA, Blogger
- Methodologies:** Agile, Software Development Lifecycle (SDLC), SCORM, AICC, Microsoft Manual of Style for Technical Publications (MSTP)
- Web Technologies:** HTML, HTML5, XHTML, CSS, MySQL, XML, jQuery, DITA

Professional Experience

Technology Integration Specialist | [Sears Holdings Corporation](#) 2000 - 2017

Wrote technical documentation, developed e-learning, and designed intranet web sites to communicate product knowledge and standard operating procedures to field and corporate associates. Migrated, supported, and administered 4 different LMSs used by over 100K associates. Telecommuted full-time.

- Wrote and developed online help and performance support for in-house software and policies/procedures, reducing printing costs and waste while saving associate time.
- Communicated web application best practices through task-based job aids, manuals, and user guides, increasing app usage efficiency and decreasing task performance times.
- Delivered just-in-time (JIT) information to developers for functionality enhancements by writing web application design specifications with Agile sensibility.
- Drove higher sales completions and customer satisfaction scores by writing, designing, and developing e-learning courses in Articulate and Captivate which trained associates on product knowledge.
- Interviewed subject matter experts and facilitated remote/in-person task analysis sessions to obtain documentation best practices, improving operational knowledge of field associates and web app skills of corporate associates.
- Developed micro-learning scenarios accessed by store associates on Point of Sale (POS) systems which increased floor time and reduced learning hours spent in training room.
- Improved mobile accessibility for sales floor associates by developing intranet product websites using Dreamweaver and manually coding with HTML and CSS.
- Investigated and answered over 50 store Help Tickets per day regarding company LMS, logging issues/bugs in JIRA for developers. Received 2014 Q1 Sears Integrated Learning Solutions Divisional Recognition Award for being #1 Help Ticket closer in the entire company 6 times and resolving 6,500+ that year.
- Designed, developed, and maintained SharePoint pages, and administered user setup.



Fiction Author | [Amazon author profile](#)

2010 - Present

- Wrote and published nine novels (and counting), all available in print and ebook formats.
- Evaluated, interviewed, and hired vendors for copy editing and cover design.
- Developed and implemented marketing strategies (newsletters, review submissions, ad campaigns, and promotional materials) that resulted in increased sales and readers.

Freelance Writer and Web Designer | robsteiner.net/pro

2000 - Present

Wrote web copy, book reviews, magazine articles, style guides, press releases, newsletters, job aids, software manuals, online help, case studies, etc., specializing in high-tech subject matter. Develop websites with XHTML, CSS, PHP, MySQL, and JavaScript for small businesses.

- Enabled clients to market and sell services by designing sites to W3C DOM and 508 accessibility standards.
- Wrote and developed content for a DotNetNuke (DNN) corporate intranet, facilitating distribution of human resource information and company news to a nationwide employee audience.

Additional Experience

Information Architect | [Flagstar Bank](#) | Troy, MI

Contract Technical Writer | [Compuware](#) | Farmington Hills, MI

Senior Technical Writer | [Tyler Technologies \(formerly New World Systems\)](#) | Troy, MI

Education

Bachelor of Science (BS), Journalism, Western Michigan University, Kalamazoo, MI; *magna cum laude*

Organizations and Certifications

[Society for Technical Communication](#)

1996 - Present

[Information Mapping Certification](#)

2015 - Present