

Nigel E. Richardson

Seasoned technical writer and developer of multiple information delivery systems. Have tackled many challenges at a multitude of hardware and software enterprises, documenting projects from power stations to online shopping, storage monitoring to ATMs. Moved beyond the traditional role of technical writer as passive explainer, instead as an advocate for the user, and hoping never to hear or say the words: "Why are we making it so difficult for our customers?"

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WORK EXPERIENCE

SolarWinds LLC, Austin TX

Senior Technical Academy Specialist

October 2014 – February 2023

- Created and maintained administrator, installation, upgrade, getting started, and release documentation for SolarWinds Observability products (IP Address Manager, Security Events Manager, Storage Resource Monitor, Web Performance Monitor, and User Device Tracker) and Serv-U File Server.
- Expert MadCap Flare creator, producing advanced online help (HTML5/CSS/JavaScript), and supporting PDF documentation.
- Created and Managed online Knowledge Base system using Salesforce.
- Worked with Customer Success, Development, Support, and Sales Engineering teams to maintain all customer-facing solutions from overviews to bugfix notes.
- Worked on several projects for modernizing existing documentation library to prioritize task-based procedures, including EPPO (Every Page is Page One), and minimalism.
- Non-writing projects have included editing articles written by support staff, setting up Google Analytics dashboards, and redesigning landing pages.

Various, Austin TX

Freelance Technical Writer

August 2012 – October 2014

- Created online documentation, API help, user guides, quick-start guides, tutorial videos, and web-based support procedures for companies including HomeAway, Haas Group, SolarBridge, Avention, Brightleaf, and ZogoTech.
- Provided RoboHelp training

Volusion, Austin TX

Self-Help Support Specialist

February 2010 – June 2012

- Initially brought in to turn developer-created field help into customer-friendly, task-based online help.
- Managed customer web portal.

KEY SKILLS

Acrobat
API Documentation
Flare
GitHub | BitBucket | Perforce

HTML | CSS
JIRA | Confluence
Markdown
Mindforce

Photoshop | Inkscape
RoboHelp
Salesforce
Word | Excel | PowerPoint

- Managed customer knowledge base, and wrote articles, procedures, and user guides on all aspects of eCommerce, aimed particularly at first-time online sellers.
- Worked with developers, marketing, social media team, QA and support concierges to create in-product help, support documentation, video scripts, release notes, and newsletter content.

Affinegy, Austin TX

Technical Writer

January 2009 – May 2009

- Created in-product help for home networking solutions using RoboHelp and Adobe Creative Suite.

Coremetrics, Austin TX

Technical Writer

October 2004 – January 2009

- Designed and maintained online help and printed documentation for behavioral analytics and precision marketing SaaS platform.
- Created training materials for developers and customers, operation procedures, and data migration policies.

Pervasive/Data Junction, Austin TX

Technical Writer

2003 – 2004

- Created documents and web help for data conversion, integration, and migration products.

Nigel E. Richardson Ltd, Leeds UK

Technical Writer

1997 – 2002

- Researched and produced business procedures, online help, user guides and training materials for hardware, software, and networked systems using RoboHelp and FrameMaker. Trained and supported developers and non-technical staff to create online documentation. Clients included Child Support Agency, NCR, National Air Traffic Systems, GEC Alstom, and the Environment Agency.