



# Kevin Lewis

Technical Writer, Manager,  
and Instructor

Massachusetts

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Versatile technical writing professional with over 20 years of experience documenting software products and services. Consistent success working independently and with teams to research end-user and technical concepts, organize and write information into structured content, and develop online help, tutorials, and web-based documents.

## Areas of expertise include:

- Online Help
- User & Admin Guides
- Tutorials & Online Demos
- Classroom Instruction
- Structured Authoring
- RoboHelp, HTML, & DITA
- SaaS, PaaS, & IoT Documentation
- Project Planning & Management
- Localization & Translation
- Interfacing with Global Teams
- Start-up Strategies & Deliverables
- Doc Team Management

## EXPERIENCE

### Professor of Practice in Technical and Professional Writing

WPI • Worcester, MA

August 2017 - Present

Develop curricula and teach writing courses for the university's Professional Writing program.

- Assist program director in managing operations of the Professional Writing program.
- Teach practitioner skills in technical writing, business communication, and web content and tutorial development.
- Create and deliver online classes and training modules using Camtasia and learning management system.

### Associate Professor of Practice—Professional and Technical Writing

Virginia Tech • Blacksburg, VA

August 2014 - May 2017

Developed curricula and taught technical writing, editing, online content, and user documentation courses for professional and technical writing program in the university's English department.

- Taught single sourcing and structured authoring through DITA and Oxygen XML Editor.
- Created and delivered online classes and training modules using Captivate and learning management system.
- Wrote instructor handbook for teaching assistants and faculty to teach online technical writing course.

### Documentation Consultant

Kevin Lewis Consulting • MA, CA, and VA

May 2007 - May 2017

Worked with clients to create technical documentation, strategies, and processes. Clients and projects included:

**Electric Power Group (EPG), Pasadena, CA:** Developed software documentation sets and processes and wrote online help and user guides for engineers using electrical grid monitoring system.

- Used RoboHelp to write, single source, and generate content into online help and user guides for 8 products.
- Designed documentation processes, templates, and strategies for company with no documentation team.

**Inventory Optimization Solutions (IOS), Aliso Viejo, CA:** Upgraded online help platform and provided ongoing content updates to online help and quick-step guides for end users of SaaS healthcare inventory management system.

- Upgraded web-based help platform using RoboHelp and designed template for quick-step guide using Word.
- Designed and developed prototypes of web-based demos and tutorial modules using Captivate.

**Greenwave Systems, Irvine, CA:** Developed product documentation sets and processes and wrote online help and user guides for administrators and end users of IoT consumer electronics and mobile apps.

- Used Dreamweaver to develop help platform that allowed business customers to brand and customize help content.
- Worked with global teams and international customers to manage localization and translation of content.
- Implemented standards for consistency across documentation and UI text for company with no documentation team.

**Crescent Healthcare, Anaheim, CA:** Wrote online help and guides for administrators and users of SaaS pharmacy application.

- Customized web-based help delivery for application built on Salesforce platform.
- Designed and developed prototype of web-based tutorial modules using Captivate.
- Developed documentation processes, templates, and strategies for company with no documentation team.

**Yahoo!, Burbank, CA:** Wrote online help and architecture documentation for engineers, administrators, and end users of search advertising platform and SaaS application.

- Wrote web-based help for search advertising platform accessed by millions of Yahoo! customers and users worldwide.
- Assisted technical writers with writing system architecture documentation using FrameMaker.
- Assisted globalization managers with content localization and translation processes.

**WebVisible, Irvine, CA:** Developed software documentation sets and processes and wrote online help and product documentation for engineers, administrators, and end users of search advertising platform and SaaS application.

- Wrote web-based help and search advertising guides using RoboHelp.
- Assisted developers with writing API documentation for search advertising platform's web services.
- Developed documentation processes, templates, and strategies for company with no documentation team.

## Manager, Technical Documentation

**Iron Mountain Digital (Formerly Connected) • Southborough, MA**

**June 2001 - March 2006**

Supervised team of 7 technical writers to deliver documentation for administrators and end users of data-backup software and administration tools that spanned multiple desktop, server, and SaaS applications.

- Mapped group's direction, designed infrastructure for deliverables, and guided group in setting project goals.
- Developed strategy to automate and sell customized documentation to business partners.
- Managed integration of technical writers and documentation deliverables during company acquisition.
- Coordinated localization and translation of product documentation.
- Used FrameMaker, Word, WebWorks, and RoboHelp to write manuals, online help, and knowledgebase articles.

## Principal Technical Writer

**HighPoint Systems • Lexington, MA**

**January 2000 - January 2001**

Wrote online help and guides for administrators and end users of repeat-order e-commerce platform and consumer apps.

- Used RoboHelp and Word to write installation manuals, administration guides, product datasheets, and online help.
- Implemented documentation strategies and established corporate standards for documentation and UI text.

## Lead Technical Writer and Course Developer

**IDX Systems (Acquired by GE Healthcare) • Boston, MA**

**September 1996 - January 2000**

Wrote product documentation and created training material and systems to support data warehousing, relational reporting, and patient management applications for healthcare industry.

- Used FrameMaker, Word, Doc-to-Help, and RoboHelp to write user guides, installation manuals, and online help.
- Designed and integrated computer-based training, multimedia, and dynamic database content with online help.
- Researched, planned, and designed web framework for company's online university.
- Wrote functional specifications and implemented design specifications for online university.
- Assisted trainers with the design and development of computer and web-based training systems.

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### SKILLSET

#### Tools:

- RoboHelp
- Oxygen XML Editor
- Dreamweaver
- Captivate
- Camtasia
- Word & Google Docs

#### Technologies:

- HTML Help & WebHelp
- DITA
- Learning Management Systems
- HTML5 & CSS
- SaaS, PaaS, & IoT
- Relational Databases

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### EDUCATION

**Master of Technical and Professional Writing**  
**Northeastern University • Boston, MA • June 1998**

**Bachelor of Science in Natural Science**  
**Worcester State College • Worcester, MA • December 1992**

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### PORTFOLIO

Samples of my work, including my JavaHelp book published by O'Reilly, are available at [www.kevinlewis.com/portfolio.html](http://www.kevinlewis.com/portfolio.html).