

LOUIS BONAVENTURA III

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SENIOR TECHNICAL WRITER

Save Time and Costs on Customer Support – Improved Customer Satisfaction

Create and maintain software technical documentation to enhance customer experience and reduce support and service costs.

Expert at identifying requirements and implementing clear, concise documentation that is understood at all technical knowledge levels. Proficient in all facets of application development life cycle, from analysis and design through development, implementation, and user training. Passionate about teamwork, meeting deadlines, and keeping costs under budget. Prefer and enjoy working remotely.

Expertise in:

**Document Creation and Maintenance | Installation and Configuration Manuals
API Documentation | User Manuals | Supported Environments Guides
Reference Manuals | Security Guides | License Manuals**

TECHNICAL SKILLS

Operating Systems:	Windows, Linux, CentOS, Ubuntu
Software / Languages:	DIVA Suite, Adobe FrameMaker, Adobe Acrobat, Microsoft (MS) Office, XML, Web Services, Rest, Soap, C++, Java, MySQL
Internet Technologies:	WHM / cPanel, HTML, VPN
Hardware Technologies:	Hard-wired and wireless networking, servers, interfaces

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER (CONTRACT), Savannah, TN/Sewell, NJ

1990 – Present

Deliver customized technical documentation and technical training courses for all projects. Specializing in software documentation and training, technical capability statements, responses to requests for proposals (RFPs), and patent submissions.

- Create documentation for software and hardware, increasing client peace of mind, reducing technical support costs, and elevating customer product experience.
- Create and deliver technical training courses, heightening employee knowledge and reducing operational errors.
- Create patent documentation, acquiring temporary and permanent patents for clients.
- Respond to RFPs, previously winning multiple military contracts over 2 years, totaling >\$100M.

Telestream, LLC, Nevada City, CA

2020 – Present

Senior Technical Writer

As a contractor to Telestream, LLC, as sole technical writer providing technical writing services for all on-premise and cloud-based DIVA Suite products, used by 1000s of network television broadcast engineers globally, customer support, DIVA delivery and installation personnel, and DIVA development engineering team. Technical Writer for the Kumulate software package.

- Create and update all documentation for all DIVA products and Kumulate, reducing time spent on customer service and technical support calls, lowering development costs, and accelerating product releases.
- Maintain document library structure and content, facilitating quick and easy location of product information.
- Produce DIVA and Kumulate documentation using FrameMaker (publishing to Adobe .pdf and other formats), conforming to required company formatting, and affording faster and easier document updates.
- Edit and proofread documentation, improving technical accuracy while reducing spelling and grammatical issues, ultimately minimizing production time and cost.

ECODIGITAL, LLC, Alpharetta, GA**2019 – 2020****Senior Technical Writer**

As a contractor to EcoDigital, LLC, as sole technical writer, provide technical writing services for all on-premise and cloud-based DIVA Suite products, used by 1000s of network television broadcast engineers globally, customer support, DIVA delivery and installation personnel, and DIVA development engineering team.

- Create and update all documentation for all DIVA products, reducing time spent on customer service and technical support calls, lowering development costs, and accelerating product releases.
- Maintain document library structure and content, facilitating quick and easy location of product information.
- Produce DIVA documentation using FrameMaker (publishing to Adobe .pdf format), conforming to required company formatting, and affording faster and easier document updates.
- Edit and proofread documentation, improving technical accuracy while reducing spelling and grammatical issues, ultimately minimizing production time and cost.

THE ORPHEUS COMPANIES, LTD, Greenville, DE**2017 – 2019****Senior Technical Writer and Project Manager**

As a full-time contractor to The Orpheus Companies, Ltd provided technical writing and project management services for major Amtrak contracts, and technical assistance to additional clients. Tasks included scheduling site visits, assisting contractors and Amtrak employees in coordinating site visits, holding weekly conference calls, writing technical reports, providing technical support to additional clients, client website development and administration, and other various duties.

ORACLE CORPORATION, Redwood City, CA**2014 – 2017****Senior Technical Writer**

Served as member of Storage Tape Technical Publications Team, Digital Media Solutions Development Team, and DIVA Products Program Management Team. Was sole technical writer for all on-premise and cloud-based DIVA products, used by 1000s of network television broadcast engineers globally, Oracle customer support, Oracle DIVA delivery and installation personnel, and Oracle DIVA development engineers. Documentation translated into 7 different languages.

- Created and updated all documentation for all DIVA products, reducing time spent on customer service and technical support calls, lowering development costs, and accelerating product releases.
- Maintained multiple document libraries' structure and content, facilitating quick and easy location of product information.
- Migrated existing DIVA documentation from Word to FrameMaker, conforming to required company formatting and affording faster and easier document updates.
- Edited and proofread documentation, improving technical accuracy while reducing spelling and grammatical issues, ultimately minimizing production time and cost.

PA TECH WRITERS (previously KNR IT SOLUTIONS), Upper Chichester, PA**1990 – 2014****Senior Technical Writer**

Founded company and provided all operational aspects. Delivered customized technical documentation and technical training courses for all projects. Specialized in software documentation and training, technical capability statements, responses to requests for proposals (RFPs), and patent submissions.

- Created documentation for software and hardware, increasing client peace of mind, reducing technical support costs, and elevating customer product experience.
- Created and delivered technical training courses, heightening employee knowledge, and reducing operational errors.
- Created patent documentation, acquiring temporary and permanent patents for clients.
- Responded to RFPs, winning multiple military contracts over 2 years, totaling >\$100M.

ADDITIONAL EXPERIENCE

COMPUTER SCIENCES CORPORATION (with PPS InfoTech), Mays Landing, NJ (2 years)

Technical Writer
Technical Trainer
Training Specialist
Testing and Validation

FEDERAL AVIATION ADMINISTRATION TECHNICAL CENTER, Pomona, NJ (11 years)

Technical Writer
Technical Trainer
Simulations Laboratory Manager
Division Staff Member
Division Technical Liaison
Project Manager

EDUCATION AND PROFESSIONAL DEVELOPMENT

- **Associate in Applied Science (AAS)**, Computer Systems Technology, minor in Electronics Technology, Atlantic Cape Community College, Mays Landing, NJ
- **Tech Comm 101 Certificate of Completion**, Society for Technical Communications, Online Course
- **Minimalism Certificate of Completion**, Comtech Services & Center for Information Development (CIDM), Lowell, MA
- **Various manufacturer-provided training**

ASSOCIATIONS AND COMMUNITY INVOLVEMENT

- Federal Communications Commission (FCC) Amateur Radio Operator; General Class Licensee
- Provide free website design, administration, and hosting to:
 - Greater Atlantic Cancer Fund
 - Greater Atlantic Bluefish Tournament
 - Greater Tuckerton Beach Association
 - Greater Tuckerton Food Pantry