

Jay R. Carlson

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About me

I'm a technical writer who creates clear and concise documentation. I also leverage a cross-section of skills including analysis, interviewing and listening, design, and testing to identify key areas and create usable, effective and compelling documentation. A breadth of skills enables me to contribute to teams in a variety of ways. I also work autonomously with a high-level of motivation. Successful project completion is a high reward. I'm also very good at research, including doing the background work necessary to understand a project. This includes identifying key areas and metrics for improvement that add project value.

Roles

- Technical writer, statistical analysis
- SQL and Python code documentation and optimization
- Content and program management
- Workflow and procedure documentation
- Training development and presentation
- Mobile device and SharePoint developer, software and product testing

Technical Skills

- GitHub, Postman, Swagger, SmartBear
- Oxygen, FrameMaker, Flare, Markdown, VS Code
- Windows, Windows Server, Mac OS X, Linux
- Microsoft Office including Visio and InfoPath
- Power BI, Tableau, SQL, BizTalk, SharePoint
- Apache Superset, JupyterLab
- XML, HTML, T-SQL, Python, JavaScript, Java, VBA, Objective-C
- JIRA, Confluence, SharePoint, ReadMe, Adobe Experience

Education

- University of Montana - Master of Public Administration
- Grays Harbor College - A.A. Journalism
- Southern Illinois University - B.S. Administration of Justice

Certifications

- Google Go Beyond the Numbers: Translate Data into Insights
- Google Foundations of Data Science
- Google Get Started with Python
- Six Sigma Green Belt
- LinkedIn Cybersecurity
- Professional Scrum Master 1 (PSM 1)
- Microsoft Certified Systems Engineer and Certified Database Administrator
- A+ and ITIL Certification,
- Big Nerd Ranch Objective C and iPhone Programming

Webinars

- Leveraging Microsoft Excel to Detect Fraudulent Activities
- Financial Modeling in Excel
- Data Management and Best Practices in Excel
- Leveraging Excel for Decision Making and Data Analysis
- Using VBA in Microsoft Excel
- Using SQL Queries in Microsoft Access

Experience

FatDawgs.com 10/2023 - present

Technical writer and media developer for a technology company, including user training and webinar presentation.

Amazon 2/2022 - 10/2023

Technical writer documenting the AWS Batch service and related EC2 and ECS content, including both user guide and open APIs. Responsible for all aspects of digital asset management for the Batch service, including content and image creation, content maintenance and management, and publication using Oxygen and GitHub. Worked with the product team and user experience designers to update the user interface. Other responsibilities include testing content using the AWS console and CLI, restructuring the Batch documentation, AI training and responding to customer feedback.

Collabera - Capital One 11/2021 - 02/2022

Technical writer for a banking and financial services company documenting DynamoDb, including SQL code samples. Content authored in Markdown/Visual Studio Code and published using GitHub. Workload managed using JIRA boards.

Technology Navigators - Netspend 9/2021 - 11/2021

Contract technical writer for a financial company specializing in debit cards. Created open API, SQL, and user documentation in Adobe FrameMaker and Visio. Responsible for all aspects of digital asset management, including content and image creation, content maintenance and management, and publication Adobe Experience.

Pyramid Consulting - Centene. 7/2021 - 9/2021

Contracted technical writer for a health care insurer. Documented internal Python and SQL applications in Word and Visio. After reviewing the application code, I built workflows and function definitions as a support reference.

Marchex 7/2019- 7/2021

Technical writer for a data analytics firm. I authored user guide technical content. SQL stored procedures, open API documentation and Salesforce for internal developers, external developers, support staff and the sales team. Responsible for all aspects of digital asset management company-wide, including content and image creation, content maintenance and management, and publication using MadCap Flare, XML, HTML, CSS and Python. Worked with the development team and UI designers to continually update and refine the user interface. Managed tasks through JIRA.

WaferWire Cloud Technologies 9/2018 - 5/2019 and 11/2017- 4/2018

Security release owner and technical writer for a technology consulting company. I managed 30- 40 vulnerability fixes per month, including multiple data sources and release owners.

Logic 20/20 5/2018- 8/2018 and 7/2017- 11/2017

Business analyst and technical writer for a technology consulting company I authored two 100-page comparative product analysis studies and completed three Google cloud technology documentation projects, including testing code.

FatDawgs.com 1/2008 - 9/2018

Business analyst, process optimization, technical writer, and developer for a technology company, including user training, application development, and webinar presentation. One of the major projects was a to document the SQL code used to process data, including a Visio diagram and code samples. Also optimized stored procedure code and created SSIS reports.

Entirenet 1/2004 - 4/2017

Technical writer, developer and SharePoint administrator contracted to Microsoft. Created knowledge base content, help content and business and technical case studies for enterprise products such as Windows Server, Exchange, SQL Server and MS Dynamics. Responsible for all aspects of digital asset management, including content and image creation, content maintenance and management, and publication both manually and using workflows.

Microsoft 9/1997 - 9/2003

Support Engineer, Product Lead, Technical Lead and Publishing engineer. As a Technical Lead, I drove hiring decisions with a statistical study correlating engineer traits to customer satisfaction and developing job descriptions. As a Technical Lead, worked with the product team and UI designers to improve the customer experience.