

Profile

Over 15 years of experience creating accurate audience-focused technical documentation—user guides, tech specs, web content, awards, and more.

Collaborating with technical specialists, I bridge the worlds of subject matter experts and end-users.

Known as go-to person for designing templates, writing style guides, and more.

I produce training based on clear objectives, lesson plans, and assessment tools in step with learning needs.

Experience

Insurance Corporation of British Columbia 2018–present

PROCEDURES ANALYST

- Working with business policy analysts and subject matter experts to develop process and procedures in accordance with info mapping standards.
- Outputting finalised content using Oxygen XML Editor, which provides capabilities for keyword tagging and conditional text

“The end product was better than I could have imagined and much more than I could have done myself. My team continues to use this document on a daily basis. I highly recommend Jason for any writing project and look forward to the opportunity to work with him again. —Erika Webster, Manager, Claims Business Support Unit, ICB

British Columbia Institute of Technology 2007 – present

TECHNICAL WRITING INSTRUCTOR

- Classroom experience as core instructor for the *Technical Writing Certification Program*. Courses taught: Technical Writing Style, Technical Editing and Grammar, Writing for the Web, Business Communications.
- Employing learning objectives and ADDIE model to determine learner needs, design lesson plans, develop assessment and evaluation tools according to criteria and rubrics.
- Implementing blended learning (instructor-led training (ILT) and computer-based training (CBT)), and evaluating effectiveness of learning against learning objectives and criteria.

“I felt challenged in Jason’s class and I credit him with helping me to develop the level of organization and precision I needed to succeed as a technical writer. He is an inspiring educator, and I look forward to encountering him in future courses.” —Helen Dudley, BCIT student

WorkSafeBC 2009 & 2018

ADULT EDUCATION CONSULTANT

- Wrote and revised enterprise Claims Management System manuals for province-wide software roll-out. Coordinated and prepared training document updates.
- Consulted with subject matter experts and tested training procedures to verify training data accuracy.

“Jason came in near the end of the project but quickly learned the software and was productive in a very short time. The material he produced was well thought out and explained the workflow logically and clearly. I’d recommend Jason for his exceptional teaching and writing skills, his ease with people, and his creativity. It’s rare to find all these strengths in one person. Jason has them all!” —Maureen Kulak, Business Analyst

British Columbia Lottery Corporation 2016 – 2017

TECHNICAL WRITER

- Engaged with project managers, developers, engineers, and training subject matter experts to identify audience and scope of documentation for process guides, SDKs, field technician guides, technical specifications, GUI review of user messages and more.
- Designed B2B documentation solution out of complex and technical internal source materials.
- Strategized partner documentation solution by developing new templates, style guides, and other tools to establish clear brand standards for all materials by diverse content developers.

“Yesterday in our working sessions with our inter-provincial customer, they complimented the product Document Suite. Not only are they starting to realise what a powerful set of documents it is for them, but they also said it presented a really professional image for our product - in fact, they asked if our actual product was as mature as we’re making it look. Great work! —Jon Chapman CEng PMP, Project Manager, BCLC

BC Renal Agency 2014 – 2016

INSTRUCTIONAL DESIGNER/TECHNICAL WRITER

- Developed single-sourced knowledge base content to ensure consistent IT documentation.
- Implemented ADDIE training plans for instructor-led training (ILT) and computer-based training (CBT)
- Developed style guides, templates, branding guidelines, and standardized documentation tools.
- Develop strategic approach to increase effectiveness of communication between IT content and healthcare audience.

"Jason is able to bridge the worlds of IT and healthcare, crafting messaging about clinical information systems that is clear and easy-to-understand for a range of care providers, from administrators to front-line staff." —Gloria Freeborn, Director of Strategic Organizational Development, BC Renal Agency, 2016

Webtech Wireless 2011 – 2014

TECHNICAL MARKETING WRITER

- Developed marketing and web-based technical content, including hardware/software installation and end-user training guides for sales staff and on-site technicians.
- Researched and published marketing content on wireless GPS solutions for fleet management for diverse industries including transport, oil and gas, public works.
- Content editor responsible for proofreading, restructuring and adapting writing from subject matter experts (subject matter experts, Sales staff).
- Oversaw third-party service providers (translation, graphic design, printing, videography, SEO)
- Leveraged knowledge of HTML, CSS, and XML to create and measure SEO-friendly web content (keywords, landing pages, campaigns).
- Wrote the award application that won company its first-ever technology award.

"We have been making great software, but now with this award, we can call it award-winning software." —Scott Edmonds, CEO and President, 2012

Selected Software Skills*

Writing/Publishing	Adobe Acrobat Pro, Adobe FrameMaker, Adobe InDesign, MS Word
Graphic Design	Adobe Illustrator, Adobe Photoshop, MS Visio
Web Content Design	Adobe Dreamweaver, CSS Edit, Wordpress
LMS/eLearning	Madcap Flare, Adobe Captivate, Desire2Learn, Doc-to-Help, Moodle

*For a complete list of software skills, please request my Software Skill Matrix

Professional Development and Education

French Studies	Alliance Française / Centre Culturel Francophone de Vancouver (2010 – 2018)
Designing and Writing Online Help with Madcap Flare	British Columbia Institute of Technology (2017)
Grant and Proposal Writing	British Columbia Institute of Technology (2016)
Web Marketing	British Columbia Institute of Technology (2014)
Business Analysis and Systems Design	British Columbia Institute of Technology (2013)
Instructional Design (Provincial Instructor Diploma Certification)	Vancouver Community College (2011)
PHP Web Programming	British Columbia Institute of Technology (2009)

Agile Methodologies *Langevin Learning (2008)*

Technical Writing *Simon Fraser University (2001)*

Post-Graduate Music Studies *Banff Centre for the Arts (1991)*

Bachelor of Music in Performance *University of Toronto (1987)*

Security Clearance

Government of Canada – Public Works 2018

Province of British Columbia – GPEB 2016

Writing Samples**

Corporate Success Story *Testing the Limits*

Fleet Logistics *Cargo Temperature Monitoring Helps Reduce Hunger*

Technology Award Case Study *Troyer Ventures: Wireless Technologies Help Fleets Stay Competitive*

Community & Environment *Growing communities with community gardens*

Arts & Culture *“11” Questions for Ghosts of Wars Past*

Just for Fun *On the First Day: The Importance of Planning*

**Due to the proprietary nature of most technical documents, I can provide printed samples of selected works in person only.