

Jason Hall

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Technical Instructor	www.jasonhall.ca

PROFESSIONAL SUMMARY

With over 20 years of technical writing and training experience, Jason Hall brings excellence to all his documentation endeavours. He has prepared industry-relevant user manuals and training materials for a great variety of sectors from law enforcement to inventory management to health care software products.

Past clients include ICBC, BC Lotteries Corporation, Webtech Wireless, WorkSafeBC and BC Renal Agency. As an instructor at British Columbia Institute of Technology (BCIT), Jason mentored emerging writers to create effective documentation appropriate to its designated audience.

Jason is comfortable with the full documentation development cycle including interviewing subject matter experts, creating documentation needs analyses, and converting product specs into accessible end-use documentation. His strong software skills allow him to develop templates, style sheets, and provide a polished finish to documents with effective and well-designed graphic components.

PROFESSIONAL EXPERIENCE

British Columbia Lottery Corporation (BCLC)

2021

Process/Documentation Project Analyst

- Interviewed systems engineers, sysadmins, QA analysts on the Platform Enablement Cloud Automation (PECA) team to design an operations guide describing enterprise data centre operations/infrastructure, AWS cloud operations, Jenkins jobs, domains, high availability, ITIL frameworks, automation scripting/orchestration, and more.
- Provided audience-focused technical writing services aligned with corporate training initiatives.
- Wrote API procedural documentation for SAP Finance application.
- Verified user documentation against business logic.
- Software: Confluence, Jira, SAP GUI, SAP Fiori, MS Teams, Snagit Editor

Insurance Corporation of British Columbia (ICBC)

2018 – 2020

Procedures Analyst

- Worked cross-functionally with business policy analysts, legal specialists, and other subject matter experts to write procedure and policy content for various new ICBC Claims implementations, including the new driver-based vehicle insurance model, car sharing/ride hailing, new collision and glass repair programs, rate affordability action plan, and health services business partners.
- Deliverables designed to ensure user readiness for province-wide rollouts to ICBC's internal departments and over 900 independent insurance brokers.
- Output finalised content using Oxygen XML Editor (an XML editing tool for single-source publishing in a structured XML environments) as well as Jira, Confluence, SharePoint, and Microsoft Office.

British Columbia Institute of Technology (BCIT)**2007 – 2019****Technical Writing Instructor**

- Core instructor for the Technical Writing Certification Program.
- Employed learning objectives and ADDIE model to develop courseware.
- Analyzed learner needs, designed lesson plans, developed learning assessments and evaluation tools according to criteria and rubrics.
- Implemented blended learning (instructor-led training (ILT) and computer-based training (CBT)), and evaluated effectiveness of learning against learning objectives and criteria.
- Courses taught: Technical Writing Style, Technical Editing and Grammar, Writing for the Web, Business Communications.

WorkSafeBC**2018 & 2009****Technical Writer / Adult Education Consultant**

- Senior Technical Writer assigned to multiple software upgrade projects including a re-deployment of WorkSafeBC's Case Management Software (CMS).
- Responsible for analyzing and writing new procedures and processes for this project.
- Researched technical training material for enterprise-level software migration.
- Prepared training for staff including clinical consultants, case workers, and administrator.
- Managed subject matter experts to ensure knowledge base was accurate, consistent, correct, and complete.
- Analyzed and created in-house training materials and procedure manuals for case managers and end users.
- Designed and maintains a style guide for WorkSafeBC's technical writing team. This document was designed to ensure consistency among all writers.
- Accountable for upholding formal documentation standards and prioritizing all work to ensure deadlines are met.
- Frequently worked with content owners and subject matter experts on major software upgrade projects. Responsible for collaborating with content owners and subject matter experts and writing team communications, procedure manuals, bulletins, reference manuals, and always ensures.

British Columbia Lottery Corporation (BCLC)**2016 – 2017****Technical Writer**

- Responsible for driving the creation of professionally branded technical documentation such as: Writing system white papers, SDKs, developer guides, troubleshooting guides, and business operations documentation as well as hardware with software integrate Instructional guides for field technicians.
- Analyzing existing and potential content, focusing on re-use and single-sourcing opportunities Documenting all processes for new products for diverse audiences (functional business operations to technicians).
- Revising existing content so it is thorough and appropriate for its intended audience and consistent in look-and-feel with all other product documentation.
- Working on document tracking system for B2B clients (to ensure we deliver all documentation promised) and a portal to house it.

Provincial Health Services Authority (PHSA)**2014 – 2016****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.
- Developed a strategic approach to increase effectiveness of communication between IT content and healthcare audience. Documented this approach in a formal procedure manual.
- Performed training fit/gap analyses.
- Developed single-source training documentation for output to user guides, web help, and context-sensitive help.
- Built training plans for software upgrades and upgraded end-user documentation according to defined style guides and standards.
- Coordinated digital assets and built WebHelp systems using Doc-to-Help.
- Created online training courses and material for WebEx and Adobe Captivate delivery.
- Utilised MS SharePoint, Jira, Wiki, and SCORM formats to develop content.

Webtech Wireless**2011 – 2014****Technical and 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)
- Utilised 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.

EDUCATION & PROFESSIONAL CERTIFICATIONS

- Fiction Writing – *Professional Certificate of Achievement* – University of British Columbia (2020)
 - Course 1: Structure & Outline
 - Course 2: Writing the Draft
- French Studies – Alliance Française / Centre Culturel Francophone de Vancouver (2010–2019)
- Designing and Writing Online Help with Madcap Flare – BCIT (2017)
- Grant and Proposal Writing – BCIT (2016)
- Web Marketing – BCIT (2014)
- Business Analysis and Systems Design – BCIT (2013)
- Instructional Design – *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)

Selected Software Skills*

- Writing/publishing - Adobe FrameMaker, Adobe InDesign, Oxygen XML Editor, 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 (available on request)*

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 and environment - [Growing communities with community gardens](#)
- Just for fun - [On the First Day: The Importance of Planning](#)

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