

Jason Hall

Technical Writer	604 682-5242
Instructional Designer	contact@jasonhall.ca
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-user 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

Canadian Nuclear Laboratories

2021 – present

Technical Writer/Business Process Writer

- Developed assessment tool with 30 criteria points to improve quality of 1,500 policy and procedural documents identified by regulator.
- Researched and wrote series of articles for CNL intranet site aimed at improving overall writing and addressing procedural workflow issues.
- Project managed revisions across a large number of procedural documents in electronic document/records management system (EDRMS) to ensure consistency.
- Designed highly accurate document time estimate and check list tool used for over 100 documents to provide clients with accurate estimate of time required to perform an editorial review across 95 criteria points.
- Revised over 50 Radiation Protection testing procedural templates according to standards and set up SharePoint document repository to track revisions.
- Reviewed and revised hundreds of documents according to template directions, style guides, and standards. Business lines included Decommissioning, Radiation Protection, Information Management, Asset Management, Waste Management, and more.
- Wrote end-user and policy guides describing new learning management system for Training & Development.
- Edited Paid Sick Leave policy material for Pensions & Benefits.
- Performed technical review of Information Assets Program documentation on security and ESG designations.
- Reviewed Scope of Work material on environmental risk assessment and site characterization.
- Reviewed CNL 5 and 10-year strategic plans for Information Management and Information Technology.
- Note: Granted Government of Canada Enhanced Reliability Clearance for this position.

**British Columbia Lottery Corporation (BCLC)
Process/Documentation Project Analyst****2021**

- Interviewed systems engineers, sysadmins, and QA analysts on the Platform Enablement Cloud Automation (PECA) team to design an operations guide for enterprise data centre and cloud infrastructure, covering Kubernetes clusters, AWS cloud operations, Azure deployments, Jenkins jobs, domains, high availability, ITIL frameworks, and automation scripting/orchestration.
- 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, Adobe Creative Suite.

**Insurance Corporation of British Columbia (ICBC)
Procedures Analyst****2018–2020**

- 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.
- Produced deliverables to ensure user readiness for province-wide rollouts to ICBC's internal departments and over 900 independent insurance brokers.
- Software used: Oxygen XML Editor (an XML editing tool for single-source publishing in a structured XML environments) Jira, Confluence, SharePoint, and Microsoft Office.

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

- As core instructor for the Technical Writing Certification Program, implemented blended learning (instructor-led training (ILT) and computer-based training (CBT)), and evaluated effectiveness of learning against learning objectives and criteria.
- 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.
- Courses taught: Technical Writing Style, Technical Editing and Grammar, Writing for the Web, Business Communications.

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

- 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 maintained a style guide for WorkSafeBC's technical writing team meant to ensure consistency among all writers.
- Worked with content owners and subject matter experts on major software upgrade projects, communications, procedure manuals, bulletins, and reference manuals.

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.
- Analyzed existing and potential content, focusing on re-use and single-sourcing opportunities.
- Documented all processes for new products for diverse audiences (functional business operations to technicians).
- Revised existing content to be thorough and appropriate for its intended audience and consistent in look-and-feel with all other product documentation.
- Worked on document tracking system for B2B clients 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 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 web help systems using Doc-to-Help.
- Utilised MS SharePoint, Jira, Wiki, and SCORM formats to develop content.

Webtech Wireless Technical and Marketing Writer

2011–2014

- 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.
- As content editor, proofread, restructured and adapted writing from subject matter experts and sales staff.
- Oversaw third-party service providers (translation, graphic design, printing, videography, SEO).
- Utilized knowledge of HTML, CSS, and XML to create and measure SEO-friendly web content (keywords, landing pages, campaigns).
- Wrote the award application that won Webtech Wireless its first-ever technology award.

EDUCATION & PROFESSIONAL CERTIFICATIONS

- French Studies – Alliance Française / Centre Culturel Francophone de Vancouver / Université Sainte-Anne (2010–2025)
- Fiction Writing – *Professional Certificate of Achievement* – University of British Columbia (2020)
- 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)
- 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 Creative Suite (Illustrator, Photoshop, InDesign, Acrobat), 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*

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](#)

***Due to the proprietary nature of most technical documents, the above content represents only documents already in the public domain. I can provide printed samples of proprietary material for in-person viewing.*