**MICK DAVIDSON**

Technical content writer and documentation manager and designer

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**SUMMARY**

I've 30 years’ experience of producing high quality technical writing, online content, Help, video scripts, blogging, newsletters, print journalism and general comms. These have been for non-technical and technical audiences. With in-depth experience of planning, deadlines, content development, structure and design, I also have a keen eye for detail and consistency, usability and audience types.

Publication platforms include Confluence, Drupal and Mindtouch. I also carry out content reviews and platform content migration projects, and run at home running and prioritising multiple projects simultaneously.

I'm adept at learning and understanding complex, multi-module systems and concepts and turning that into simple, clear and concise content that helps users navigate and understand multi-step workflows. As a content developer I can use several content types to get the message across including graphics, inline content, video, animations and workflows.

I strive to build lasting and productive relationships with clients, colleagues and stakeholders in development, design, marketing, sales and support. The input gained from their knowledge and expertise helps me create better quality and more complete content.

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| **Key skills** | **Business areas covered to date** | **Tools and systems** |
| * Writing/editing content for technical and non-technical users
* Managing, designing and structuring content
* Creating and preparing graphics
* Project Management
* Stakeholder engagement and relationship management
* Managing and supporting Confluence & Drupal
 | * Journalism
* Engineering and construction
* Commodity trading and risk management
* Private banking
* Contact centres
* Online games (MMORPG)
* Documenting VB and SQL
* Government organisations
 | * Windows/iOS, PCs/Macs
* MS Office, Confluence/JIRA, Trello, Drupal 7/8, Slack, Messenger, Skype, GoToMeeting
* Adobe PDF, Distiller, Photoshop/Lightroom
* Google Analytics
* SurveyMonkey
* Captivate
* WinHelp/HTML Help/RoboHelp
* Visual SourceSafe & other DMSs
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**CAREER**

#### Online content producer (writer) Oracle (Aconex) Nov 2017 – March 2020

*Reporting to: Online Support Manager. Oracle is a multi-national IT corporation engaged in all areas of information technology and computing. It has a revenue of US$39.50 billion, and 128,000 employees in 72 countries. Aconex is a multi-module, cloud-based document management software. This is used by the international building and engineering industry to control all project documentation such as drawings, plans, invoices, contracts, reports and mail.*

**Key responsibilities**

* Monitoring all content and keeping it complete, accurate and up to date in the online user help system, [Support Central](https://help.aconex.com/). Researching and writing task-based and conceptual content using a working knowledge of the 15 main modules, knowledge of the industry’s business concepts and users.
* Researching, writing and editing user-focussed instructional content, conceptual materials, video scripts, blogs and [release notes](https://help.aconex.com/aconex/our-main-application/aconex-release-notes-updates). Working closely with product managers, UXers, product specialists, sales, marketing, translators and support staff in Australia, the JAPAC region, Europe and North America.
* Using Slack, Confluence and Jira for day to day work, and to manage and write the monthly release notes.
* Providing Confluence training and product knowledge to help colleagues and departments work more collaboratively and efficiently.

**Selected achievements**

* Maximised the efficiency and effectiveness of the little used, out of date and incomplete [Implementation process content](https://help.aconex.com/aconex-implementation). Led and managed a nine-month, 20-staff project aimed at redesigning and updating all Implementation content. This resulted in content that is complete, up to date and standardised. This is now used by around 200 people a month and is the single source of truth for all users.
* Led and managed first-ever content audit for all user content, which was out of date and incomplete. Reviewed and updated hundreds of articles in conjunction with product managers, UXers and dev teams. This benefits all users by giving them up to date and complete content consisting of 1000+ articles, reducing the department’s workload by removing the majority of the backlog of content update requests.
* Created a new process for writing and publishing the Release Notes, which were suffering due to competing deadlines and resources. Worked with a variety of stakeholders such as product owners, technical release teams and internal comms. Resolved all issues by re-designing the 12-step process to formalise individual responsibilities, information delivery and signed-off, and publication date.
* Led and managed the migration of approximately 1000+ user articles from Drupal 7 to Drupal 8. Led a team of four in manually re-creating all the front-end features such as page design, links and Alt-text. The content was successfully migrated and formatted and was ready for use when the new system went live.

#### Technical Writer Netcall Ltd Aug 2015 – Sep 2017

*Reporting to: Development Director. Netcall is a UK-based organisation producing market-leading contact centre product Liberty. It has an annual revenue of £22 million, and 217 staff in several offices within the UK.*

**Key responsibilities**

* Researching and creating user-focussed help content published in Confluence, working with colleagues to improve the UX design. This meant working with key stakeholders in the dev teams, QA, training, customer support, marketing and business support.
* Helping colleagues and their departments to improve their Confluence knowledge and abilities so they could work more collaboratively and efficiently. Attending monthly Confluence seminars.

**Selected achievements**

* Led the set-up, design and running of Confluence for the head office, which was around 8-10 departments comprising approximately 100 staff.
* Implemented, organised and ran a new in-house documentation management system. Included creating and monitoring documentation standards and consistency for all client-facing documentation. This resulted in the company’s ability to find and share internal documents more easily, thereby improving productivity.

#### Technical Writer LSC/Babcock International Oct 2014 – Aug 2015

*Note: this work is covered by the UK’s Official Secrets Act, so can only be described in the broadest terms.*

**Key responsibilities**

* It covered AESP and S1000D and involved all the normal work a technical author does (writing, editing and updating content for digital and hard copy), and acting as a documentation consultant to internal and external clients.

#### Technical Writer Jagex Ltd Apr 2013 – Sep 2014

*Reporting to: QA Manager. Jagex is the world's leading massively multiplayer online role playing (MMORP) game producer. Its flagship game, RuneScape, has over two million registered players. It has an annual revenue of around £100 million, and 330 staff in the UK.*

**Key responsibilities**

* Researching, creating and writing user guides for in-house but un-documented software tools, and running the Documentation Steering Group.
* Supporting the technical teams, including the Development, Audio, Graphics, QA, Engine and Tools depts.
* Provided Confluence support and training to the company in general. Attending monthly Confluence seminars.

**Selected achievements**

* Led the introduction of the structured use of Confluence to a variety of tech teams. This included improving search, space design, page layout, and archiving. This resulted in a much-improved structure of all content, across multiple departments. It also reduced the amount of redundant content which improved the search capabilities and general navigation.
* Improved internal Confluence knowledge and understanding of the system and the benefits of properly organised content structure and collaborative working.

#### Technical Writer Brady plc Jan 2005 – Mar 2013

*Reporting to: Customer Support Manager. Brady plc is a market-leading multi-national software house making complex and sophisticated multi-module software (Trinity) for commodity trading and risk management. It has an annual revenue of around £20 million, and approximately 200 staff in Europe.*

**Key responsibilities**

* Researching, writing User and How-To guides, FAQs and system installation guides for Trinity. Worked with Marketing, Development, Testing, Support, Consultants and clients to produce all user content.
* Setting up and managing Confluence. Training and supporting all staff in its usage. Attending monthly Confluence seminars.
* Worked with clients (trading banks and mines) needing high levels of security and confidentiality.

**Selected achievements**

* Led the management and coordination of a change from Mindtouch (wiki) to Atlassian’s Confluence system. This resulted in a completely new intranet, and savings in licence and maintenance costs amounting to several thousand dollars.
* Introduced Confluence usage throughout Brady plc. Worked with external consultants to migrate content from four existing systems into one. Designed and set up the content architecture and staff training. This resulted in improved access to intranet content, and collaborative working on internal and external content. This benefited all users by providing more content that was well structured and easier to find.
* Created a secure environment used by clients to store their own Trinity user documentation. This was done by meeting clients in person and demonstrating Confluence and how their content was kept secure. Given how confidential their work is, this achievement cannot be over-stated.

#### PREVIOUS EMPLOYMENT

**Technical Writer 1997 – 2005**

* The work in the following roles is broadly the same as with the ones described above. Companies included: Capita Education Services, Lynx Financial Systems, Kier Build, London Underground Railways, Santander, Foreign & Commonwealth Office, 3Q (3D soft/hardware), Laverock von Schoultz (Dev docs – VB/SQL), Independent Software Vendors, Ashford Open Learning.

**Journalist 1990 – 1997**

* Freelance journalist - writing and editing news and feature stories for a variety of national magazines and local newspapers, and TV reporting for SKY News.

**EDUCATION**

* **HNC Multimedia course**, Bedford College, UK, 2002 – 03. Winner of the Outstanding Achievement award
* **Access to Journalism & Media Studies**, Highbury College UK, 1990 – 91.

 **References available on request.**