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TECHNICAL COMMUNICATION QUALIFICATIONS

High-volume communications skills proven through excellence in development of software documentation, online help, training and sales presentations, policies and procedures, customer case histories, technical support knowledge bases and eLearning.

Broadly based technical experience documenting multiple platforms (Mac to mainframe), operating systems, networks and applications in English and Spanish, with many popular authoring tools (InDesign, Adobe Technical Communications Suite, RoboHELP, FrameMaker, Captivate, MS Office, Dreamweaver, Snagit, Photoshop, Madcap Flare and Articulate Storyline 360).

EXPERIENCE

Training Department Contract Technical Writer, [CareCredit, a part of General Electric Capital Retail Bank \(now Synchrony Financial\)](#) January 2014 - Present

- Developed *The Answer Book for Health Care Professionals* website, a resource for health care providers who offer their patients CareCredit financing, using Adobe RoboHELP, Madcap Flare, Dreamweaver, InDesign and Articulate Storyline 360.
- Wrote instructions for usage of www.carecredit.com/pro, the CareCredit website for health care providers.
- Revised CareCredit health care provider Orientation (policies) and Operation (procedures) Guides to reflect current "CFPB" (Consumer Finance Protection Bureau) and *Microsoft Manual of Style for Technical Publications* guidelines, using Adobe InDesign.
- Updated PowerPoint training presentations for style consistency and CFPB compliance.
- Wrote "Job Aids" (special purpose instructions) for distribution to the 200,000 enrolled medical providers and retailers who accept the CareCredit credit card.
- Documented procedures for Salesforce usage by Training Department personnel.

Technical Writer, [oneTouch Global Technologies, Inc.](#), July 2004 - Jan. 2014

- Wrote the User Guide, Administrator Guide and online help (RoboHELP) for a Windows fax work flow, document imaging and bar code server, in accordance with *Microsoft Manual of Style for Technical Publications* guidelines.
- Developed technical support knowledge base to reduce the frequency and duration of support calls.
- Incorporated Adobe Captivate tutorials in PDF manuals, Administrator and User Online Help.
- Interviewed customers and wrote customer case histories for publication on company website.
- Developed software sales and training presentations using Adobe Captivate.
- QA tested new software builds and wrote procedures for recreation of bugs.

Contract Technical Writer, Kaiser Permanente Information Technology, Enterprise Distributed Services. May 2004 - July 2004

- Documented procedures for centralized remote administration of 85,000 Windows workstations and 700 servers.

Contract Documentation Specialist, [Vanguard Research Institute, Inc.](#), April 2003 - March 2004

- Tested and documented Windows and Unix programs that use IBM's OS/390 Security Server (RACF) to authenticate users.
- Updated the suite of IBM OS/390 (main frame) modules documentation (eight manuals) to current release levels, while maintaining stylistic consistency across publications.
- Wrote complete Windows user guides from scratch.

Technical Writer, [AIMS \(Apparel Industry Management System\) Hotline](#), July 2002 - Feb. 2003

- Developed interactive sales and training presentations using InstallShield DemoShield.
- Updated manuals for an apparel industry management and accounting program to the current release.

INDEPENDENT CONTRACT WRITING 2000-2002

Documentation Manager, LinkPro Technologies

- Managed single source project with three deliverables (PDF manual, RoboHELP and Webhelp) for Windows and Unix network replication, synchronization and off-site disaster recovery software.
- QA tested each new build of the program.

Technical Writer, [The Eastman Group, Inc.](#)

- Used FrameMaker to develop interactive PDF documentation of online reservation system used by Lufthansa Airlines.

Technical Writer, Edupoint Educational Systems

- Documented web based electrical contractor's application using FrameMaker, Adobe Acrobat and Photoshop.
- Wrote setup and system maintenance procedures for the Arizona State Student Accountability Information System, according to style guidelines of the Arizona State Department of Education and the *Chicago Manual of Style*.
- Submitted bug reports to developers with procedures for duplication of anomalies.

Technical Writer, [Verisurf Software, Inc.](#)

- Conversion of MS Word computer aided manufactured part inspection documentation to online help with RoboHELP HTML.
- Updated manuals, used by Boeing and their subcontractors, to current software revision level using *Microsoft Manual of Style for Technical Publications* guidelines.
- Developed HTML documentation for website.

Technical Support Consultant, Positive Developments, Inc.

- Developed, tested and supported inventory control applications on hand-held bar code terminals with ODBC connectivity to MS Access or flat files on Windows server.
- Updated and edited documentation for supply chain management software.
- Created customer training curriculum including PowerPoint presentations.
- Supported third-party logistics warehouse management system.
- Implemented Tech Support CRM system with Crystal Reports customizations.

SALARIED POSITIONS

Technical Support Representative, [TiGERLogic](#), Dec. 1999 - Dec. 2000

- Edited Frequently Asked Questions for the Tech Support website.
- Tested documentation for accuracy and completeness.
- 7x24 support of the Pick multi-valued database on Windows, AIX, Linux and SCO.

Technical Support Representative [Touchtone Corporation](#), April 1997- Oct. 1999

- Wrote user classroom training manuals for PC client to AS/400 server Contact Management program
- Provided user and administrator training at customer sites nationwide.
- Translated website to Spanish and created Technical Support HTML pages.
- Assisted clients with installation and troubleshooting issues concerning Thinview, a browser based Java client to the AS/400, Wintouch, a Windows CRM package for the IBM AS/400 and Questview a file access utility for the AS/400.

EDUCATION

- Classes in FrameMaker, Dreamweaver, RoboHELP HTML, Adobe Acrobat and Manual and Technical Writing offered through C.S.U. Fullerton Technical Writing Certificate program and The Society for Technical Communications.
- University of Southern California, Bachelor of Arts, Sociology, 1988