

## David E. Carter

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**OBJECTIVE:** Technical or Marketing Content Developer / Manager.

### PROFESSIONAL SUMMARY:

Seasoned, versatile writer seeks full-time position helping teams efficiently achieve “knowledge transfer” or “sales nurturing” goals by producing, managing, and presenting live trainings, videos, animations, and documentation.

### TECHNICAL EXPERTISE:

**Desktop Publishing:** Microsoft Office (Word, Visio, Powerpoint, Excel), Adobe CS

**Collaboration Tools:** Confluence, SubCVS, Sharepoint, Agile, Google Docs

**LMS Environments:** Coursera.org, Lynda.com, Udemy.com, Workday, Bridge, Success Factors, SAP

**Platforms:** MS Windows (all flavors), Linux (all flavors), VMware ESXi, Android

### WORK EXPERIENCE:

- |   |                        |                               |
|---|------------------------|-------------------------------|
| <b>Tesla</b> (Fremont, CA)  | Oct 2014 to Present    | <b>Senior Tech Writer</b>     |
| <ul style="list-style-type: none"><li>Implemented a cost-effective content creation system (with MS Office, Subversion, Jira, Confluence, &amp; Bridge) for documenting procedures associated with workcenters that build and assemble powertrain components.</li></ul>   |                        |                               |
| <b>Randstad Technologies</b> (Woburn, MA)   | July 2013 to Jan 2014  | <b>Contract Tech Writer</b>   |
| <ul style="list-style-type: none"><li>Designed and implemented measurable quality enhancements to in-product content and internal process flows for the <b>VMware Ecosystems Engineering Program Management</b> team and the <b>Intel Privacy Office</b>.</li></ul>   |                        |                               |
| <b>SanDisk</b> (Milpitas, CA)   | May 2005 to May 2013   | <b>Staff Technical Writer</b> |
| <ul style="list-style-type: none"><li>Enabled low overhead by singlehandedly producing programmer and sys admin guides, release notes, and online help for API, CLI, &amp; GUI components of an enterprise storage solution that featured solid state drives.</li><li>Reduced by 90% the manhours required to produce award-winning IEEE white papers, application notes, data sheets, HW design manuals, and ISO 9000 procedures for industry-leading NAND flash devices.</li><li>Managed distribution of highly sensitive material and continuously improved content usability and internal processes by using collaboration tools to track issues, conduct audits, and validate corrective action plans.</li></ul> |                        |                               |
| <b>Xilinx</b> (San Jose, CA)  | Jan 2000 to March 2005 | <b>Tech Pubs Manager</b>      |
| <ul style="list-style-type: none"><li>Led a dispersed team of writers delivering ISO-compliant data sheets, user guides, application notes, and training material for next-gen programmable logic devices, within forecasted time and budget constraints.</li></ul>   |                        |                               |
| <b>Harebrained Schemes</b> (Saratoga, CA)   | 1996 to Present        | <b>Independent Consultant</b> |
| <ul style="list-style-type: none"><li>Producing independent films, writing screenplays, designing games, and promoting “lean” business ideas.</li></ul>   |                        |                               |
| <b>Legato Systems</b> (Palo Alto, CA)   | 1997 to 1999           | <b>Lead Tech Writer</b>       |
| <ul style="list-style-type: none"><li>Produced sys admin guides for an enterprise-wide data storage and retrieval tool.</li></ul>   |                        |                               |
| <b>Parcplace-Digitalk / Objectshare</b> (Sunnyvale, CA)   | 1996 to 1997           | <b>Senior Tech Writer</b>     |
| <ul style="list-style-type: none"><li>Produced programmer guides for a Java-compatible object-oriented application development system.</li></ul>  |                        |                               |
| <b>Microtec Research</b> (San Jose, CA)   | 1994 to 1996           | <b>Senior Tech Writer</b>     |
| <ul style="list-style-type: none"><li>Produced C/C++ compiler manuals and context-sensitive help for a sophisticated application debugger.</li></ul>  |                        |                               |

### EDUCATION: **B.S. Business Administration** (Marketing Concentration) - **University of Delaware**

- Earned majority of credits in an **engineering** curriculum at the **U.S. Military Academy**, West Point, NY, before transferring (Honorable Discharge) to the University of Delaware.
- Studied **C Programming Language** at Mission College, Santa Clara.
- Recently completed Wesleyan University’s **Social Psychology** course (on Coursera.org) and earned a **Gamification Expert** certification (on Udemy.com) to understand how situational biases and intrinsic or extrinsic motivations can be used to encourage desirable customer, partner, and employee behavior.