

MICHAEL R. QUIGLEY

TECHNICAL WRITING &
PRODUCT MANAGEMENT

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Core Competency

Experienced technical writer with extensive team lead and product management experience. Excellent written and oral communication skills. Strong technical proficiency, particularly in Web/Cloud applications, mobile apps, networks, and databases. I've developed documentation for industries including e-commerce, sales enablement, telecom, aviation, CRM, web analytics, elections systems, HR, government, and clinical trials. Experienced in all major development methodologies and environments, from Agile to SDLC, from startups to globally distributed teams. An able researcher, inquisitive, confident, and self-starting. Comfortable in leadership and mentor roles, driving direction and setting priorities. A good team player: friendly, respectful, hard-working, and fun.

Social

[Linked-In](#)

[Web Site](#)

Skills

Technical

Expert in markup languages including XML (+ DITA), XHTML, HTML, HTML5, Markdown, and CSS. Significant scripting experience in JavaScript, PHP, Perl, Visual Basic, and SQL. Database experience includes Oracle, DB2, SQL Server, MySQL, and Vertica.

Deep experience in current authoring methodologies, development methodologies, and delivery platforms including Structured Authoring, Reusable Authoring, Agile, SDLC, Cloud, mobile, IOT, and client-server.

Tools

- Authoring: Madcap Flare, WordPress, XMetal, Word, Acrobat, FrameMaker, Google Docs, XML Spy, Arbortext Editor, WebWorks, RoboHelp, and Dreamweaver. Expert in all Help formats.
- Content management / source control: Wikis (e.g., Confluence), SharePoint, Jira, Documentum, Visual Studio, Rally, Git, Joomla, Perforce, SourceTree.
- Graphics/Animation: Photoshop, Illustrator, Balsamiq, Visio, Flash, Snagit, and Adobe Air.

Media

Deep experience in Web design, administration, and social media including site authoring/ administration, e-commerce, Web analytics, blog design / administration, and wiki authoring.

Experience

Ultimate-Kronos Group (UKG)

2022 – 2023

Senior Technical Writer

Technical writing lead for an industry-leading Human Capital Management software company specializing in HR, timekeeping, payroll, and scheduling apps. Accomplishments:

- Managed migration of the company's legacy Madcap Flare-sourced user documentation to Cloud-based XML CMS. Created and documented a workflow to migrate software tenants on the company's legacy proprietary network to Google Cloud. Created documentation for a new DEIB human capital management software product.

Allego, Inc.

2021 – 2022

Senior Technical Writer (Contract)

Sole writer for a cloud-based online course and sales enablement platform. Accomplishments:

- Developed all user documentation for company web and mobile apps using Wordpress, Google Docs, MS Word, and other tools. Documented APIs, integration configuration, and user provisioning. Created developer and administrator cookbooks. Supported five globally distributed development teams.
- Executed continuous translation of all company docs into ten supported languages. Managed file exchange, budgeting, invoicing, and communications with a third-party translation vendor.

Voatz, Inc.

2019 – 2021

Manager, Technical Publications

Technical Publications manager for the first international mobile elections platform, leveraging block chain data storage, biometrics, and cloud-based Identity and Access Management (IAM). Accomplishments:

- Developed all documentation required for federal and state certifications including but not limited to company SDLC and Agile processes, engineering and quality assurance programs, platform specifications, test plans, security architecture, user and system maintenance manuals. Produced documentation for RFPs, marketing, and company strategy including white papers, training materials, and social media. Performed competitor analysis and authored market position papers..

Clear Ballot Group

2018 – 2019

Senior Technical Writer

Senior technical writer for an elections systems hardware/software product suite used to generate, scan, tabulate, and audit ballots for US federal, state, and local elections. Documentation owner/SME for the accessible voting, ballot scanning, and ballot printing applications. Accomplishments:

- Authored online and print documentation to support voters, election officials, and state and federal certification efforts. Produced ancillary documents to support field services, manufacturing, and sales. Supported QA with hardware/software testing. Created doc plans and documentation user stories. Mentored team members in Agile, release planning, and issue tracking methodologies.

General Electric / Avitas Systems

2016 – 2018

Product Manager / Senior Technical Writer

Product Manager and technical writer for a GE in-house startup developing an autonomous drone-based inspection solution for the oil and gas industries. Accomplishments:

- Authored all product documentation including online Help, user guides, training materials, user stories, white papers, customer presentation scripts, and sales and marketing collateral.
- Worked with customers and Sales to gather product requirements. Defined business workflows. Wrote software specifications and user stories. Planned and executed product Proof of Concepts and demos for customers.

Stinger Ghaffarian Technologies - Federal Aviation Administration

2011 – 2016

Senior Technical Writer

Sole author responsible for documenting the FAA's Safety Assurance System (SAS), a risk management system used by 12,000 FAA inspectors to plan, record, manage, and assess each aspect of safety inspections for US air operators and air repair stations. Accomplishments:

- Designed, wrote, and maintained all SAS documentation including user guides, online Help projects, release notes, etc. comprising 3000+ pages. Single-sourced documentation in Madcap Flare and outputted to Word, PDF, and web-based Help.

Cisco Systems

2000 – 2011

Technical Writer IV

Documentation Team Lead for Cisco ICM and IPCC Enterprise/Hosted. ICM and IPCC are (respectively) analog and IP call-routing solutions for large-enterprise contact centers. Accomplishments:

- Wrote user and developer guides, APIs, network architectures, online Help, and release notes. Created documentation plans, specifications, and schedules for all projects. Reviewed and approved project PRDs, concept and execute-commit plans, DE specifications, test plans, and FCS preparedness plans.
- Managed a twelve member overseas documentation team responsible for a group of browser-based Web collaboration and email management products

Education

Pennsylvania State University, State College, PA *Bachelor of Arts English/Writing*

Emerson College, Boston, MA *Masters of Fine Arts in Writing Program*: (coursework completed; ABD)