

## **TOM MULHERN**

Silicon Valley

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### **TECHNICAL WRITER**

Accomplished technical and marketing writer with a record of delivering accurate, concise, easily understandable collateral. Actively builds teams, bridging marketing, engineering, service, and customer support groups to ensure the end user receives complete, clear, useful documentation and the company benefits from decreased support and call-center costs. Quickly picks up new technologies. Authors and edits marketing material and creates illustrations.

### **EXPERTISE**

Utilization of high-level tools for writing, illustration, and web design. Background in HTML, JavaScript, and project management. Ability to integrate terminology from wireless communication, IoT, chemistry, and gas detection industries.

### **TECHNICAL SKILLS**

Microsoft Office | Adobe: InDesign, Photoshop, Illustrator, Dreamweaver, Acrobat Pro | Affinity Designer | MadCap Flare | JavaScript | HTML/CSS | Visio

### **EXPERIENCE**

**Honeywell International, Inc.**, Sunnyvale, CA

2004 – present

#### **Senior Technical Writer**

Provide technical writing including research and creative content for hardware, APIs, wireless sensor networks and associated software.

- Recast and redesign user's guides, quick references, update bulletins, and installation/maintenance guides resulting in reduced call volume to customer support group and to repair group.
- Produce reference books and online content including writing, photographing products, and producing technical illustrations that saved time and money by integrating into simple, cohesive communication.
- Co-author and copyedit application and technical notes, data sheets, and product announcements achieving consistency, accuracy, and completeness.
- Coordinate localization of documentation in 16 languages, which simplifies support around the world and bolsters the sales force's activities.
- Create and maintain style guidelines, document flow procedures, and other material to support sales, marketing, investor relations, and customer advocacy departments.
- Wrote and designed bi-monthly partner newsletter for three years.

**RELEVANT EXPERIENCE**

**Independent Consultant**

Wrote positioning papers and white papers, was a monthly magazine columnist, designed e-commerce websites, and created manuals and quick-start guides for top audio products companies.

**User Interface Designer**

Used JavaScript, HTML, and CSS and worked with back-end engineers to produce simplified usability for Oracle database-creation/management tool.

**Manager of Technical Support Documentation**

Created and managed internal documentation and web portal for two network operation centers and managed two coders.

**Technical Writer / Web Developer**

Wrote, produced, and developed online tutorials, documentation, help modules, and web-based training.

**Managing Editor**

Wrote articles, ran production activities, and copyedited monthly magazine with a circulation of over 200,000.

**PROFESSIONAL DEVELOPMENT**

- MadCap Flare Training (online course)
- Web Academy JavaScript course, San Jose, CA
- ZDNet online JavaScript course (online)
- Edward Tufte "Presenting Data And Information" courses, Palo Alto, CA
- Member of Audio Engineering Society
- Various conferences associated with publishing, web-based training design, audio engineering, and information design