

COLLIN L. TURNER

Linked-In Profile: <http://www.linkedin.com/in/collinturner>

Career summary: Technical, SDK Writer/Instructional Designer specializing in targeting both technical and non-technical audiences. My experience includes working within tight budgets. I am comfortable documenting both hardware, software and instructional products. Upper level management experience also affords me the ability to make decisions when required.

Professional Skills

- Technical, SDK, API documentation
- Team Training: Created, Implemented and Trained teams on New Media solutions for the Wasatch Front Regional Multiple Listing Service
- Created the first, Internet hosted Flash-based interactive product demos
- Software Spec. Documentation – Phase one development documentation for initial software development
- Experience w/ technical documentation – VOIP and Telecommunication systems
- Application documentation – Help and Training documentation for end users
- Internet programming (Flash, PHP, ASP, VBScript, JavaScript, ASP, Oracle, MySQL, HTML, SMIL, XML)
- A+ Certification

Software

- Creative/Productivity Software
 - Utilized Microsoft products: Word, Excel, PowerPoint, Visio, Access, Project, etc.
 - Adobe/Macromedia products: InDesign, Captivate, Flash, DreamWeaver, HomeSite, Fireworks, RoboHelp, SiteSpring, Photoshop, FrameMaker, PageMaker, Premier, Illustrator, AfterEffects.
 - Other products: Flare, FileMaker Pro, Bryce, SoundForge, Poser, Quark, Microangelo, etc.
- Video Encoding (QuickTime, Real, Windows Media, MPEG, VCD, Divx, XviD).
- Multiple OS (Windows, Mac, Linux, DOS, SUN, VAX).

Employment History

Technical Writer

ClearOne -- Salt Lake City, UT
April 2008 – Present

- Creating product documentation, datasheets, manuals and marketing materials
- Cut documentation printing costs by at least 30% in the first year
- Cut documentation localization costs by at least 20% in the first year
- Created and implemented a Subject Matter Expert (SME) system to increase accuracy and efficiency of documentation

Technical Writer / SDK Writer / Team Lead

Aculis Inc. / LANDesk -- South Jordan, UT
August 2007 – Present

- SDK Documentation: Create, maintain SDK and API documentation
- Created documentation procedures that outlined and taught incoming developers and engineers new techniques for processes that had not been fully documented or developed. This decreased their learning curves significantly.
- Team lead – User Experience team consisting of 2 engineers and 1 developer in multiple locations.

Instructional Designer

Morgan Stanley -- West Valley, UT
March 2007 – August 2007

- Technical Writer/Designer: Create and Maintain training materials for Morgan Stanley employees worldwide
- Implemented Adobe Captivate as a training system for system and procedural demonstrations, self-study and training
- Project Management: Managed two 6 month+ projects for New Hire Training
- Management: Managed two contractors – Contractors located in Utah and New Jersey, USA
- Infrastructure: Implemented key technology and procedural upgrades

Technical Writer – Project/Account Manager

iCentris Inc. Salt Lake City, UT
Aug 2005 – March 2007

- Project Management: Barrick Gold North America – Managed North American Land Information Pilot Project. Created Software Spec. documentation for Barrick Gold North America Land Information Systems and PIMS software systems
- Review, monitor and update all existing iCentris help documentation for new software releases, training guidelines and manuals
- Project Management – 4 clients (Global) ranging from Multi-Level Marketing to Service industries
- Created documentation for Client Communications (Including VOIP and other telecommunication systems)

Freelance Developer / Writer

Nov 2001 – Aug 2005

Department of Workforce Services, State of Utah – Provo

- Proofreading, copy editing, Technical Writing for a non-technical user base
- Created training software for non-technical end-users
- Audio Processing & Voiceovers

Freelance Projects

- Writer/Technical Writer
- Multiple freelance publications

Technical Writer

Impact Media – American Fork, UT
Aug 2001 – Nov 2001

- Content Management, Research, Graphic Design
- Interactive Designer, Trainer, Sales Support
- Project management and delivery of e-commerce and technology solutions

Tech Writer / Interactive Media Director

Amazing Outdoors / Utah Outdoors -- Salt Lake City, UT
1998 - 2001
(Acquired VisionNet in 1999)

- Managed the first profitable and visible division of the company
- Authored and edited technical software manuals from first build to full deployment: key emphasis on creating workable material for technical and non-technical audiences
- Created and implemented marketing plans for all Interactive Media products (film, web and an outdoor Television series starring Karl Malone)
- Contributing Author with 3 book credits including Editor, Co-Author and Photographer and author for Utah Outdoors Magazine

- Project management, Research and Development, delivery of e-commerce and technology solutions.
- Wrote training materials and conducted training for clients in all related industries

Education

- 1991-1997 Attended Weber State University studying English (BSE – Technical Writing) and History.
Dean's List 1995-1997
- 4 years experience as editor and ESL tutor while attending Weber State University
- Worked as Editor-in-Chief of WSU's Literary Journal "Metaphor" in 1996
- Won numerous writing awards while attending WSU
- Numerous courses and workshops in Management techniques, business development and marketing