

John Hewitt

Contact

Phone: 520-245-0660

Email: poewar@gmail.com

Profile: [linkedin.com/in/poewar/](https://www.linkedin.com/in/poewar/)

Website: <http://www.poewar.com>

Education

Northern Arizona University

MA English

Professional Writing Certification

University Of Arizona

BA Creative Writing

Technical Skills

Web Development

HTML5, SGML, CSS, XML, Dreamweaver, RoboHelp, Adept, WordPress, ColdFusion

Databases / CMS / CRM

SharePoint, Confluence, Visual Studio, SQL, Salesforce Lightning, Serviceaide, ER/Studio Database Architect, AuthorIT

Desktop Publishing

Microsoft Office, PowerPoint, Visio, Acrobat, In Design, FrameMaker

Multimedia

Adobe Creative Suite, Captivate, Articulate, Photoshop, Illustrator, Paint Shop Pro, Snag-It, GIMP

Application Administration

SharePoint, Confluence, Jira, ER/Studio

Other Skills

Content

Technical Writing, Content Strategy, Content Management, Content Migration, Metadata, Editing, Research, Standards Development, Web Design, Video Tutorials, Scripts, Trainings, Presentations, Research

Business

Project Leadership, Team Leadership, Project Planning, Mentoring, Agile Methodologies, Customer Support, Training, Contract Processing and Revenue Recognition, Cross-Team Coordination

Objective

I am looking for a place where I can do the most good and make projects better. My goal is to run projects and I enjoy roles in which I am the group or company expert. I am happy both as a writer and as an application administrator/guru.

Employment History

2011-2019

Senior Technical Writer - Cognizant Corporation

I work on a small team that maintains Customer Exchange, a ColdFusion based website that provides documentation, software downloads, license generation, user groups, knowledge bases, community forums, calendars and other tools. I serve as a general administrator for all aspects of the site. I create pages, administer independent tools, and document the platform.

My first project was to oversee the migration of a seventy product documentation set from FrameMaker, Microsoft Word, and RoboHelp to a common platform. After a comparison of products, our team chose Atlassian Confluence and I became the company expert. As part of this project I tested platforms, migrated documents, conducted trainings, and created a set of documentation standards. Since then I have been the Confluence Administrator, overseeing upgrades, rebranding efforts, customization, macros, and CSS.

My next project was to migrate to a common data dictionary format. For this I learned ER/Studio Data Architect, worked with a ColdFusion programmer to implement a parser and display system, and evangelized the platform. I documented the processes, created demos, and conducted trainings.

A third major project was a rewrite of our Compatibility Matrix, a display system for maintaining compatibility status both across our company products and across external tools such as third-party software, database platforms, and browsers. I created the wireframes for the system, designed the workflow, tested the software, wrote documentation, and conducted trainings.

At this point I was trained to be a SharePoint Administrator and worked on a project to redesign our internal SharePoint hub (25 subsites) with a common look and feel. I worked with a graphic designer to create the style and with the corporate application team to implement the style. I performed the page-by-page work to make sure the look of the site was consistent for all pages. Since then I have remained the SharePoint Administrator.

In the past year I have been working to automate contracts processing and license creation. For this I have learned Salesforce Lightning, created and implemented a product number schema, and audited customer accounts to ensure they match existing contracts and records within Salesforce and Customer Exchange.

2011

Technical Writer - Modular Mining Systems

2010

Information Developer / Editor - Intuit

2009-2010

Technical Writer - Limelight Networks

2006-2009

Senior Technical Writer - TSYS Acquiring Solutions

2000-2005

Information Developer / Technical Writer - Intel

1998-2000

Technical Writer / Team Lead - IBM

See [LinkedIn](#) for more information about my previous positions