David Hovey

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Summary

I am passionate about communication in all of its forms. I love to write, edit, illustrate, photograph, and collaborate with others who share my passion and want to produce concise, relevant, and usable materials that inform and serve multiple audiences. I am a technical communication professional seeking opportunities to create amazing communication tools that will delight and enable my customers.

Technical Skills

Tools I use and services I offer include the following:

Adobe FrameMaker, Illustrator, InDesign, Lightroom, and Photoshop	Windchill PLM System
Graphic design, technical illustration, and photography	Google Docs, Slides, Sheets, Drive, and Drawings
Microsoft Office and SharePoint	HTML, XML, CSS, and DITA concepts
Confluence Wiki Markup and WYSIWYG editing tools	Lucidchart
TechSmith Snagit and Camtasia	Author-it
Documentum Web Publisher	

Professional Experience

Senior Technical Writer (Contract Position)   July 2021 to Present
El Camino Health   Mountain View, CA

- Author and edit documents that support the Information Services Department.

Senior Technical Writer (Contract Position)   July 2019 to April 2021
Abbott Laboratories   Santa Clara, CA

- Authored and edited patient and clinician facing documents for Abbott's Left Ventricular Assist Devices (LVAD), Left Ventricular Assist Systems (LVAS), Implantable Heart Monitors, and Circulatory Support Systems designed for individuals diagnosed with end-stage heart failure.
- Documents included: Patient Handbooks, Pocket and Reference Guides, Inserts, and Instructions for Use (IFUs).
- All documents were created using Adobe FrameMaker, Microsoft Word, and Adobe InDesign.
- Collaborated with Program Managers, Regulatory Affairs, System Engineers, and Legal Department.

Technical Writer (Contract Position)   May 2019 to June 2019
Apple, Inc.   Sunnyvale, CA

- Created and updated documentation for an internal data analytics portal.
- Documents included blogs, user guides, and videos.

Technical Writer (Vendor Position)   March 2014 to November 2018
Google, Inc.   Mountain View, CA

- Created articles for the Redwood on-line help center.
- Supported Logistics, Manufacturing, Engineering, and Operations teams by authoring, editing, and revising documents that supported both aerial and ground level imaging systems used for Google Maps. Documents included: data specification sheets, assembly and manufacturing procedures, testing procedures, operation manuals, troubleshooting guides, field repair guides, and kit checklists. Documents were authored using Google Docs and Slides then stored and organized into a Google Drive repository.
- Photographed imaging equipment and step-by-step assembly procedures. Photos were enhanced using Adobe Photoshop and Lightroom then incorporated into documents.
- Created technical illustrations of equipment.
- Created flow diagrams of processes and procedures.
- Collaborated with Field Technicians, Mechanical Engineers, Logistics Analysts and Managers, Compliance Engineers, Manufacturing Engineers, Technical Program Managers, and Program Managers.

Technical Writer and Editor   September 2013 to January 2014

The Mosaic Company   San Ramon, CA

- Edited and updated Instructor Led Training (ILT) and Web Based Training (WBT) educational programs for Pacific Gas & Electric's Academy School.
- Edited and updated PowerPoint slides that accompany ILT courses and scripts that accompany WBT courses.
- Collaborated with Instructional Designers, Senior Instructional Designers, and Senior Learning Specialists.

President (Elected Position)   July 2013 to January 2018

STC Silicon Valley   Santa Clara, CA

- Led monthly chapter meetings and provided leadership and vision for chapter moving forward.
- Collaborated with chapter Vice President, Program Manager, and Treasurer.

Technical Writer   November 2012 to August 2013

Marvell Semiconductor, Inc.   Santa Clara, CA

- Updated and maintained customer and internal facing documents supporting Marvell's Data Storage products. Documents included: specifications, registers, and other technical support materials. All documentation was produced using structured Adobe FrameMaker and Microsoft Visio.
- Established conditional text strategies for different customer requirements, calculated default values for register tables, and updated technical diagrams and graphics.
- Created and maintained production files containing document variables and conditions. Ran production scripts to format, paginate, set conditions, and produce Portable Document Format (PDF) files for document control.
- Prepared standalone FrameMaker chapters for integration into larger FrameMaker books.
- Collaborated with Senior Technical Writers and Technical Communications Manager.

Technical Writer (Contract Position)   March 2012 to October 2012

Cisco Systems, Inc.   San Jose, CA

- Wrote and edited supporting documentation for Cisco's Smart Care products. Documentation projects included: release notes, partner/customer installation guides, and user guides. Produced all documentation using Adobe FrameMaker and Snagit screen capture tool.
- Built an entire wiki collaboration site from scratch to provide support for entire Smart Care Next Generation (SCNG) and 1.x project teams. Wikis included tables, diagrams, and tabs for easy navigation.
- Wrote complete user guide on how to use the wiki site.
- Assisted change management team with coordination and scheduling of engineering documents.
- Collaborated with Program Managers, Agile Scrum Master, Project Managers, and Senior Technical Writers.

Education

De Anza College - Cupertino, CA
Certificate of Achievement in Technical Writing

San Jose State University - San Jose, CA
B.A. in Commercial Art with minor in Advertising

Professional Affiliations

Society for Technical Communication (STC), Silicon Valley Chapter
American Medical Writers Association (AMWA), Northern California Chapter