Jaret Basden
Technical Writer / Editor

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Summary

- Brings a B.S. in Technical Communication and 10+ years of experience writing and editing software documentation including UI text, online help, context-sensitive help, API and SDK documentation, guides, video scripts, and specifications.

- Has strong experience working with cloud computing, REST / SOAP APIs, SDKs, relational databases, enterprise resourcing planning (ERP) software, and specifications.

Technical Skills

HTML, CSS, JavaScript, Markdown, JSON, XML, DITA, GitHub, Git, IXIASOFT, MadCap Flare, Adobe RoboHelp, TFS, Jira, Trello, Slack, Microsoft Teams, Word, Visio, and Excel

Experience

Technical Writer (Contractor) @ Microsoft   **07/2022–12/2023, Seattle, WA**
Designit

Worked remotely on Azure Monitor documentation in a docs-as-code environment. Azure Monitor collects and acts on telemetry data from the cloud and hybrid cloud.

- Collaborated with Product Managers, Software Developers, and Content Developers to add, improve, and restructure API, SDK, and end-user documentation by using Git, GitHub, and Markdown.

- Incorporated diversity, equity, and inclusion (DEI) into documentation.

- Built the Azure Monitor Documentation Archive.

Technical Writer (Contractor) @ ADP   **01/2022–06/2022, Seattle, WA**
Matlen Silver

Worked remotely on a six-month contract for ADP. ADP is a global provider of cloud-based human capital management (HCM) solutions.

- Supported the conversion of ~5k unstructured business documents into DITA/XML-based content to transform the associate experience and improve first-call resolution.

- Executed the application of a new enterprise taxonomy for critical business knowledge.

Technical Editor (Contractor) @ Bluetooth SIG   **08/2019–12/2021, Kirkland, WA**
Protingent

Worked on the Tech Pubs group in the Specification Management team in a fast-paced content development cycle of two-week sprints.

- Edited highly technical specifications drafted by engineers in Working Groups to ensure accuracy and consistency.

- Attended sprint planning meetings to volunteer for projects and monitor the status of projects and attended stand-up meetings to ensure a smooth project flow.

Technical Writer   **06/2016–04/2019, Bellevue, WA**
Donnelley Financial Solutions

Authored documentation for APIs and ActiveDisclosure. ActiveDisclosure is a SaaS application used by teams to prepare financial documents and submit filings to the U.S. Securities and Exchange Commission (SEC).

- Researched and planned the new and revised content needed for product features in the upcoming release.

- Authored online help for ActiveDisclosure using MadCap Flare with Git integration and GitHub.

- Wrote UI text for ActiveDisclosure.

- Wrote documentation for new SOAP API methods and REST API endpoints.

Technical Writer / Information Architect   **06/2013–01/2016, Renton, WA**
Tyler Technologies

Tyler Technologies creates software solutions for the public sector. Authored end-user documentation for 15 modules of Eden ERP software and all modules of CAFR Statement Builder financial reporting software.

- Authored online help, context-sensitive help, and training documents using Flare, RoboHelp, and Word.

- Converted a large help system from Adobe RoboHelp 9 to MadCap Flare 10. Used problem-solving abilities to quickly fix importing issues and developed conversion workflow.

Education
University of Washington, College of Engineering (Seattle), Major/Cumulative GPA: 3.6/3.4
Major: B.S., Technical Communication, Department of Human Centered Design & Engineering

Certifications
- Structured Writing for Technical Documentation (2020). Online course – JER Online

- IBM Applied AI Professional Certificate (2020). Online course – Coursera