

# David R. Cote

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Bakersfield, CA 93312

## PROFESSIONAL SUMMARY

Senior Technical Writer with over 25 years of successful experience in user documentation and IT related content. Recognized consistently for performance excellence and contributions to success in the MSP industry. Strengths in IT and Compliance. I have been working in contract roles for more than half of my career.

## SKILLS

- Instructional writing
- Creative Cloud
- Microsoft Publisher
- Technical research
- InDesign
- Microsoft Word
- RoboHelp
- MadCap Flare
- AuthorIt
- FrameMaker
- Microsoft Office Suite
- Planning and Coordination
- Training & Development
- Analytical skills
- Multitasking
- OS33
- Risk Management
- O365
- LucidChart
- Adobe
- HIPAA Compliance expert
- MSP/IT expert
- SnagIT
- Confluence
- Microsoft Teams
- Slack
- IT Glue
- ConnectWise
- Jira
- Subversion
- Git
- Google Docs/Sheets
- ITIL/ITSM
- Problem Management
- Continual Service Improvement (CSI)
- Risk Management
- Incident Management
- LucidChart

- RS-Logix5000

- Visio

## WORK HISTORY

### Senior Technical Writer (SlicProcess) | [Spark Thought - Houston, TX](#)

*04/2021 - 07/2021*

Created technical white papers that covered Cybersecurity, Knowledge Management, Knowledge Management ROI, and more

- Organized material to research and complete writing tasks.
- Proofread copy written by colleagues to correct spelling, punctuation, and grammar.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Worked closely with CEO to maintain optimum levels of communication to effectively and efficiently complete projects
- **Tools:** Microsoft Word, Microsoft Teams, Clockify

### Senior Technical Writer (SlicProcess) | [Stockdale Radiology - Bakersfield, CA](#) *09/2020 - 03/2021*

Wrote all affected HIPAA documentation to ensure that the client would pass an existing audit without fines.

- Created a post audit response to a HIPAA compliance documentation audit based on a ransomware data breach, saving the company thousands of dollars in potential fines.
- Built other areas of a complete HIPAA library to ensure that future the client is prepared for future audits or breaches. Trained staff on new regulations and provided direction on how to ensure that the library is kept up to date.
- Exceeded goals through effective task prioritization and great work ethic.
- Saved the company thousands of dollars by implementing the new HIPAA program between the client and their MSP.
- **Tools:** Microsoft Word

### Senior Technical Writer (SlicProcess) | [ProSoft Technology - Bakersfield, CA](#) *02/2004 - 06/2021*

- Presented new technology and drafted white papers and other technical documents to complete packages.
- Created user and developer documentation for Industrial Automation, Wireless Automation, Industrial Gateways, and online Help systems.
- Created new help system for ProSoft's Configurator tool.
- Reduced a 1200-page manual down to 420 pages. The manual describes programming and operation of a Gas and Liquid flow computer. Since most work is done in the field (many in desserts), the page reduction and online versions improved efficiency with field engineers and other organizations.
- Proofread copy written by colleagues to correct spelling, punctuation, and grammar.

- Maintained energy and enthusiasm in fast-paced environment.
- Performed the 50+ transfers from AuthorIT to MadCap Flare and then built the templates for datasheets on Flare.
- Created new documentation using Flare with multiple outputs
- Contractor here for over 17 years
- **Tools:** Microsoft Word, AuthorIt, MadCap Flare, RSLogix 5000, Jira, Git, SnagIT, Visio, LucidChart, RoboHelp

## Senior Technical Writer (SlicProcess) | [Valley Expetec - Visalia, CA](#)

*09/2019 - 09/2020*

Implemented full-service delivery library and IT Glue configuration.

- Created and presented staff training program to help with the integration of a recently acquired company.
- Implemented HIPAA Compliance Program for MSP and their affected clients (BAs)
- Worked with internal technicians, SMEs, and admin to understand needs and provide excellent service
- Worked with this company many times over multiple contracts.
- Worked with this MSP to help the MSPs CE client get through HIPAA audit requests. Built all procedures to ensure that no non-compliance fines were imposed.
- Implemented IT Service Management and ITIL.
- Worked within CSI program.
- **Tools:** OS33, Microsoft Office Suite, Visio

## Senior Technical Writer | [Kern Schools Federal Credit Union - Bakersfield, California](#) *07/2018 - 08/2019*

Created IT internal and external security policies, processes, and procedures based on federal compliance (NIST)

- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Proofread copy written by colleagues to correct spelling, punctuation, and grammar.
- Wrote and implemented safety procedures
- Communicated with customer representatives for feedback and distribution.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Performed duties in accordance with all applicable standards, policies, and regulatory guidelines to promote safe working environment.
- Worked within CSI program.
- **Tools:** Microsoft Word, IT Glue, Visio

## Senior Technical Writer (SlicProcess) | [IT Glue - Vancouver BC, Canada](#)

*07/2018 - 09/2019*

KB content (ITIL and ITSM) for IT Glue's client base. This was a giveaway to each client that had the application.

- Presented new technology and drafted white papers and other technical documents to complete packages.

- Carefully documented technical workflows in private wiki for education of new clients.
- Exceeded goals through effective task prioritization and great work ethic.
- **Tools:** IT Glue, Visio

**Senior Technical Writer (SlicProcess) | Foundation for Medical Care of Tulare & Kings Counties - Porterville, California** *01/2018 - 10/2018*

HIPAA Compliance post audit procedures, processes, policies, packaging, and delivery.

- Worked closely with legal teams and HIPAA with the goal of reducing or eliminating compliance fines.
- No fines incurred.
- Organized material to research and complete writing tasks.
- Wrote and implemented safety procedures.
- Analyzed developments in field to update instruction literature.
- **Tools:** OS33, Word, Excel, Visio

**Senior Technical Writer (SlicProcess) | Decypher Technologies - Glenwood Springs, CO** *11/2017 - 07/2018*

- Implemented a complete Service Delivery Library and Knowledge Base on the IT Glue platform over a 6-month period.
- Created flexible assets and minor automation functions allowing the staff to streamline the client discovery and onboarding processes.
- **Tools:** Microsoft Word, Visio, IT Glue

**Senior Technical Writer (SlicProcess) | ARRC Technology and CharTec LLC - Bakersfield, CA** *06/2015 - 11/2017*

- 2-year contract.
- Created complete company-wide Operations Guide which was later adapted for use by CharTec partners.
- Wrote NOC, Finance, Sales, Marketing, Warehouse, and Human Resources SOPs and standard procedures.
- Implemented ITSM and ITIL
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Researched and wrote technical articles on Network Operation Centers and compliance.
- **Tools:** Microsoft Word, IT Glue, ConnectWise, Quosal, RMM

**Senior Technical Writer (SlicProcess) | Aprion - Mountain View, CA** *10/2010 - 06/2015*

- 4.5-year contract Startup Company.
- Created the full ION documentation set including hardware and software manuals.
- Enterprise-wide network monitoring system sub-guides (video, sensors, gauge monitoring, asset location monitoring, communications, etc.

- Created ION System Basics (Training), Development Kit, KB Functions
- Created ION Systems Development Kit.
- Created all KB creation functions.
- Presented new technology and drafted white papers and other technical documents to complete packages.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- **Tools:** Word, FrameMaker, Drupal, Visio

## Senior Technical Writer (SlicProcess) | Multiple Contract Positions > 10 years old

Older contracts:

- **Search Systems** - FEMA tools and training (Word, InDesign, Visio)
- **St Jude Medical** - Worked on Next Generation Programmer Mockups and Training. Cardiac Care Unit equipment used to monitor pace makers and defibs. (Word, Captivate, Fireworks)
- **CB Richard Ellis** - SAP to PeopleSoft Gap Analysis and Implementation. Worked with implementation team to ensure that all changes were documented. This information was later used for staff training at CBRE. (Word)
- **Dun & Bradstreet Software** - Enterprise Manufacturing and Distribution application. Wrote installation, implementation, and all common help content. Project leader for two teams split between Boston, MA and Atlanta, GA. (Word, WinHelp, Visio, RoboHelp)
- **Wang Laboratories** - Created network and communications documentation, early AI, and precursor to Windows. Also worked with Process Engineering and Incoming Quality Control. Performed some work on API Guides and was part of the team that wrote the PACE documentation. (Wang Word Processor, Office Suite)

## EDUCATION

**Middlesex Community College** - Bedford - Bedford, MA

Some College (No Degree): Technical Writing Certificate

- Professional development completed in Technical Writing
- Ranked #1 in the first-ever technical writing training program the MCC and Wang Laboratories.
- 20-week program

**Franklin Pierce University - Rindge, NH**

Some College (No Degree): Computer Science and Business Admin

- Relevant Coursework Completed: Computer Science & Business Admin

## ADDITIONAL INFORMATION

- Authorized to work in the US for any employer

- Technical Writing Training Certificate Program (original)
- To speak to references, please contact me for the URL to on my website.