

JD Mars

2108 Apricot Drive
Irvine, CA 92618

jdmars@cox.net

Home: 949/552-3145
Cell: 714/227-4745

TECHNICAL WRITER

Knowledgeable and experienced **Technical Writer** who utilizes demonstrated writing abilities and editing skills to produce highly effective technical product documentation, as well as substantially improve quality and readability. Researched, compiled, prepared, wrote, updated, modified and edited Training Manuals, Testing Procedures Documentation, Technical Procedure Documentation, Engineering Instructions, Functional Specifications, Marketing and Advertising Materials. Recognized for being a well organized and flexible professional who communicates effectively, manages multiple deadlines, completes work on schedule in fast paced environments, and possesses the ability to understand the complexities of audio and technical products. Collaborate with engineers, programmers, product managers, test personnel, tech support reps and other technical writers to attain product knowledge and verify documentation accuracy and usability. Manage product documentation review cycles, provide editorial support, and deliver final documents to meet project schedules.

Documentation/Technical Writing

Editing, Composing, Proofreading
Publication, Report Writing
Staff Writing, Summary Writing
System Requirements
Copy / Content Writing
End User Needs Assessment
Technical Procedure Writing
Researching & Compiling Materials
Interpreting & Translating Regulations

User Training & Technical Support

First-tier User Support, Hardware Updates
Help Desk Support, Installations Support
Online Procedure Database, Problem Resolution
Procedure Documentation, Research & Analysis
Software Updates, Step-by-step Processing Procedures
Systems Analysis, Technical Guidance, Technical Support
Technical Support Management, Technical Training
Training Manuals Development, Troubleshooting
User Instruction, Web-based FAQ's and Tutorials

HIGHLIGHTS OF ACHIEVEMENTS and ACCOMPLISHMENTS

M-AUDIO, Arcadia, CA (1998 – Present) and
DIGITAL MEDIA NET, Santa Ana, CA (2000 – 2002)

- Write functional specifications for new products (25-50 page documents) interacting with the engineering department up until production.
- Have written and updated up to thirty product manuals for M-Audio. Developed and updated Testing Procedures, Standards for reporting technical information, Online Technical Support and FAQ's by maintaining contact with Engineering and Testing departments.
- Technical writing expertise includes: Brochures, Catalogs, Box and Website Copy, Print Ads, Editorial, Press Releases, Email/Technical Support, Online Newsletters, Tutorials, and other Non-Technical/Marketing Copy.
- Wrote many feature articles as well as a weekly column while producing the Digital Pro Sound website. As Managing Editor, solicited articles from other writers for the site. Attended and covered most industry trade shows as a Technical Journalist.
- As Senior Technical Writer for M-Audio, proofed most technical copy used in print or on the company's website.
- Prepared and reviewed Signal Flow Block Diagrams for audio devices and interfaces plus Truth Tables for operational capabilities.
- Involved in design through implementation of new products and systems development. Modify functional specifications in conjunction with Engineering development and by interacting with Marketing.

HIGHLIGHTS OF ACHIEVEMENTS and ACCOMPLISHMENTS (cont'd)

- Coordinate documentation development and review process with Training, Research & Development, Marketing, Advertising and Legal departments to research existing practices and ensure compliance with all mandated Federal regulations.
- Developed a standard for end user documentation that includes Quick Start Guides, Overviews, Detailed Front/Back Panel Descriptions that lead the reader to more detailed descriptions of components, Tutorials, an Advanced User Guide, and Troubleshooting Tips. This documentation method includes comprehensive and concise procedures that are user-friendly while detailed enough for advanced users.
- Ensure quality control and quality assurance in all areas of documentation by interacting with developers, engineers and testing departments for proofreading and verification of accuracy on all written materials and specifications.
- Document any relevant compliance issues and verify engineering's acknowledgement of these issues to ensure compliance at all times.
- Utilize sales reports from various retailers selling similar products to create business justification documents and calculate ROI.
- Create minimum system requirements and recommend system requirements by interacting with and receiving necessary information from Testing Department.
- Provide assistance to Technical Support so they may better serve the end user. Assist Testing Department with any issues involving testing new products.

TEACHER

INSTITUTE OF AUDIO RESEARCH, NYC; **LOS ANGELES RECORDING WORKSHOP**, Los Angeles, CA; **MONTESSORI ACADEMY**, Queens, NY

- Taught Recording Arts and Sciences at the Los Angeles Recording Workshop in North Hollywood, CA (1997 – 1998).
- Conducted seminars on Audio Engineering and Studio Management at the Institute of Audio Research in NYC, led field trips and lectures for students at recording facility (1994 – 1997).
- Taught mathematics, technical drawing and chess to grades 2-4 at the Montessori Academy in Rego Park, Queens, NY (1988 – 1990).
- Provided individual music instruction to guitar and bass students in established music studio (1982 – 1987).

COMPUTER and EQUIPMENT SKILLS

Business/Publishing Software: MS Word/MS Office, Visio, Quark, Macromedia Dreamweaver & FireWorks, Adobe Photoshop, Adobe Acrobat.

Music Production Software: Steinberg Nuendo & Cubase SX, Cakewalk Sonar, SAW Studio, Digidesign Pro Tools.

EDUCATION

BS in Audio Engineering, NYU Institute of Audio Research, Fall 1990
MBA/Marketing Certificate Program, University of California Irvine, Spring 2006
BBS/Technical Communications, University of California LA, Spring 2006

PROFESSIONAL AFFILIATIONS

Society For Technical Communication, Member
Audio Engineering Society, Member

REFERENCES AVAILABLE ON REQUEST