

JAMES MARCHANT

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EDITOR, WRITER

Experienced, proven writer and producer of manuals, release notes, handbooks, training aids, standard operating procedures, policies, and knowledge-base documentation in printed, web, and program-embedded help formats. Installed, configured, and managed content- and document-management systems. Extensive knowledge of print production, pre- and post-press. Accomplished with formatting. Competencies include:

- End User/Technical Documentation
- Editing/Writing
- Database/Report Design
- Training/Facilitation
- Application Management, Security
- Content Management Systems

PROFESSIONAL EXPERIENCE

- MOLINA HEALTHCARE**, Long Beach, CA, medical insurer
Technical Writer November 2011- Present
Temporary contractor preparing an IT department, multi-year, strategic plan document for publication as a “coffee-table” book.
- ST. JUDE MEDICAL**, Irvine, CA, medical device manufacturer
Technical Writer January 2011- October 2011
Temporary contractor for a remediation project to upgrade manufacturing and process instructions by bringing them in line with current practices and applying consistent formatting.
- EXTRON ELECTRONICS**, Anaheim, CA, manufacturer of professional A/V system integration products
Technical Writer August 2010- December 2010
Temporary contractor researching and documenting operational procedures and organizing reference data in the Engineering Department to meet ISO requirements.
- KURZMAN CARSON CONSULTANTS LLC**, El Segundo, CA, bankruptcy document management and legal servicing
Technical Writer February 2009- July 2010
As a member of the Information Technology Department’s Business Analysis team, created help systems and training manuals for employee and public web applications developed in-house. Designed and conducted Microsoft Word 2007 transition training, and developed templates for preparing software specifications. Introduced a content-management-based authoring system.
- EMPOWER RF SYSTEMS**, Inglewood, CA, manufacturer of microwave and RF amplifiers
Technical Writer September 2008- January 2009
In the Document Control department, wrote engineering manuals that accompanied product shipments, created Microsoft Word templates for redesigned publications, researched and reformatted Quality Assurance policies and procedures, redrew process flowcharts using Microsoft Visio.

BIOSENSE WEBSTER, Diamond Bar, CA, medical device manufacturer September 2007-
Technical Writer December 2007

Temporary contractor for this Johnson & Johnson affiliate on a supply-chain project. Analyzed existing policies and procedures to update current-state documents and determine extent of revisions needed for future state, in a highly regulated, controlled, and formalized environment. Assisted project manager directly as a business analyst and change agent, interviewing managers and prototyping workflow designs.

CONNECT3 SYSTEMS, Cerritos, CA, applications for large-retailer merchandising March 2005-
Senior Technical Writer July 2007

Took over as sole technical writer of user-facing documentation for a suite of applications enabling database publishing of advertising inserts by major retailers. Grew the library to 35-40 regularly revised documents, plus occasional single-purpose documents and release notes. Edited the entire library, then created a new MSWord template for uniformity and consistency and converted the library to it. Later converted the library to a content-management-based authoring system. Recruited, trained, and supervised a first-time technical writer as an assistant.

LOS ANGELES TIMES, Los Angeles, CA, daily newspaper 10+ years
Help Desk Supervisor to June, 2004

Led four-member team on IT internal help desk. Provided IT assistance, direction, training, and trouble shooting. Established help desk knowledge base, wrote and edited articles. Maintained call-logging application.

OTHER EXPERIENCE

LOS ANGELES TIMES, Los Angeles, CA, daily newspaper
Assistant System Editor/Journalist Technology Expert

DES MOINES REGISTER, Des Moines, IA, daily newspaper
System Editor/ Lead Journalist Technology Specialist

EDUCATION

MA, Political Science – University of South Dakota, Vermillion, SD
BA, Journalism-Political Science – University of South Dakota, Vermillion, SD

PROFESSIONAL DEVELOPMENT

Leadership courses completed (Los Angeles Times):
Performance Management Overview, Performance Management Coaching, Change Management,
Conflict Management, Harassment Prevention



TECHNICAL

MS Word, Excel, Access, PowerPoint, Visio, Project (Office 2010)
Author-IT Document Management and Production
Windows: System 7

Photoshop, Illustrator, InDesign, Acrobat, Dreamweaver, SnagIt, SharePoint Document Management,
digital photography and retouching, relational databases