

Matt Briggs

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Programmer Writer / Analyst

- Managed, wrote, and published projects including software development kits (SDK)s, application programming interfaces (API)s, software requirement specifications, requirements documentation, trade books, business processes, procedures, technical manuals, and articles for general audiences.
- Experience working with executives, program managers, software developers, and project managers performing process analysis and process improvement. Tools include Universal Modeling Language (UML), Process Modeling (BPMN), the Project Management Body of Knowledge (PMBOK), Agile software development, Information Technology Infrastructure Library (ITIL).
- Experience working with databases and content management systems including SQL (SQLite/MySQL/MS SQL), Solr/Lucene, MongoDB, Neo4J, SharePoint, Plone, Wordpress, MadCap Flare, Adobe RoboHelp, and Atlassian Confluence.
- Experienced with the following languages and frameworks: C# (ASP.NET), Python (Bottle/Django), JavaScript/NodeJS, (jQuery, AngularJS), XPath (XSLT/XML), JSON/YAML, SQL, Cypher (graph queries), CSS (Bootstrap).

Employment - History

- **Nintex [FTE]**
Programmer Writer: October 2015 – May 2017
Working on a business automation platform product producing documentation, blog posts, and presentations for developer and ITPro audience that include class libraries, code samples (C# and JS), scenarios, walk-throughs, and conceptual documentation that allow third-party vendors to create solutions for enterprise clients. Created and documented APIs. Used: C# (ASP.NET), JavaScript, PowerShell, UML/BPMN, Windows Azure Cloud Services.
- **Nordstrom.com eCommerce [Contract]**
Senior Technical Writer/Analyst: September 2014 – October 2015
Created technical specifications for a legacy eCommerce system (C# ASP.NET) that consumed RESTful and SOAP services. Created automated document processes using monitoring tools (Dynatrace, Atrium), code-reflection from C#, and libraries of XML fragments. Used: Ant/XSLT, Neo4J, JS, Visual Studio Team Foundation 2013, Atlassian Confluence and Jira, ITIL, UML.
- **Disney Connected & Advanced Technologies (Web Services) [Contract]**
Senior Technical Writer/Analyst: September 2013 – September 2014
Created process for managed RESTful web services to assure high availability (99.99%) including Service Catalog, Service Level Agreements (SLAs), OLA, operational run books. Used: New Relic (for monitoring), Atlassian Confluence (for content), ITIL, and UML.
- **Microsoft (Kinect for Windows) [Contract]**
UX Technical Writer: August 2013
Worked with the Kinect for Windows team to revise and add documentation to the *Human Interface Guidelines*.
- **ActX (API Documentation) [Contract]**
Programmer Writer: July 2013 - February 2016
Created the documentation process, and the initial API documentation set for a genomics information platform (exposed via a RESTful web services). Used: MadCap Flare.
- **Amalga / Caradigm (Caradigm Health Information Platform) [Contract]**
Programmer Writer: October 2008 - March 2013
Produced technical materials for a developer audience creating solutions for the Caradigm Health Information Platform. Wrote reference topics for the Software Development Kit (SDK) and reviewed APIs. Worked with existing C# samples, JS, XML, and RESTful Web services.

- **Visible Technologies** (TruCast Benchmarks) [FTE]
Senior Social Media Analyst: February 2008 - October 2008
Produced social media analysis, reports, visualizations, and presentations for Fortune 200 companies such as Autodesk, Microsoft, Sprint, LVMH, Estee Lauder, and Campbells Soup. Worked with SQL, Python, and Universal Model Language (UML).
- **Expedia.com** (Search Engine Marketing) [Contract]
Technical Writer: February 2007 - August 2007
Produced technical documentation (requirements and wireframes) and a team narrative for the development of the Search Engine Optimization (SEO) and Search Engine Management (SEM) System for Expedia.com.
- **Iron Mountain** (Process Engineering) [FTE]
Senior Technical Writer/Business Analyst - February 2006 - February 2007
Produced standard operating procedures with a project team of subject matter experts for an offsite data storage company as part of an enterprise-wide process analysis effort. Performed workflow analysis using business flowcharts that resulted in improved revenue flow such as a 40% increase in the volume of orders handled through telesales.

Methodology

- **Software Development:** Waterfall (in retrospect), Scrum, Agile
- **Project Management:** Project Management Body of Knowledge (PMBOK), Agile
- **Process Analysis:** Business Analysis Body of Knowledge (BABOK), Process Mapping, Continuous Process Improvement (CPI), Information Technology Infrastructure Library (ITIL)
- **Analysis / Business Intelligence:** Data Mining, Text Mining, Process Mining, and Social Media Analysis

Tools / Skills

- **Print:** FrameMaker, Adobe CS (InDesign, Illustrator, Photoshop, Acrobat), MadCap Flare
- **Digital/Web:** Microsoft SQL, RoboHelp, SharePoint, CMS (Plone, Wordpress, Confluence), MadCap Flare, social media (TwitterAPI, FaceBook Apps, etc)
- **Office:** FileMaker, MS Office (Word/Excel/Access/PowerPoint/Outlook/Visio)
- **Database:** SQL (SQLite/MySQL/MS SQL), MongoDB, Solr/Lucene, Neo4J (Cypher)
- **Code/Formats:** HTML5, XSLT/XML, JSON, JavaScript (jQuery/NodeJS), C# (ASP.NET), Python
- **Frameworks:** JS (AngularJS, D3), C# (ASP.NET), CSS (Twitter Bootstrap), Python (Django, Bottle)
- **Modeling:** UML, BPMN, Enterprise Architect (SPARX), Visual Paradigm, and Property Graphs
- **Infrastructure Monitoring:** Splunk, New Relic, Dynatrace, Atrium, Microsoft System Center Operations Manager (SCOM)

Education

Degrees

- MA (Writing), Johns Hopkins University, Baltimore MD, 5/2000
- BA (English), University of Washington, Seattle WA, 6/1995

Professional Training

- Python for Everybody, Certificate, University of Michigan (Coursera), 2016
- Business Analysis Certificate, UW Extension, 2015
- Project Management Structure and Competencies, PMI, 2004
- Web/Digital Media, Open Studio, Seattle WA, 1998
- Database Modeling, Catapult, Seattle WA, 1998
- Technical Writing, Catapult, Seattle WA, 1997
- Certification in Basic Medical Lab Sciences, Academy of Health Sciences, Fort Sam Houston TX, 1990