Craig Henry
Content Designer/Technical Writer

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Professional Overview

I am an experienced content designer and technical writer with over fifteen years of combined expertise in milestone management, data management, and requirements analysis across Southeast Asia and Oceania on behalf of local and global software companies.

Agile | Enterprise Software | Technical Documentation | User Focused Documentation | Due Diligence | Project Management | Implementation | Assessing Change | Strategy Skills | Domain Knowledge | User Interface | Stakeholder and Subject Matter Expert Collaboration | Written and Verbal Communication | Attention to Detail | Accuracy | Work Independently | Procedural Writing | Adherence to Specified Documentation Styles | Customer Support | Partnership Building | Innovation | Documentation Standards | Design Documents | Enterprise Solution Design | Technical Solution Design | Technical Specs | Researching and Gathering Technical Information | Documentation Versioning |

Professional Experience

SELF EMPLOYED, Home Based, Bangkok/Brisbane | www.craighenry63.com   **February 2021 - Present**

Focus on managing documentation for individuals, requirement analysis, software/hardware documentation, and presentation structure.

- Collaborate with customer to initiate documentation requirements.

- Create initial drafts for customer approval.

- Construct and manage content platform to customer preference.

- Reduce sales and implementation lead time by 30% within 3 months by providing essential information.

SENIOR TECHNICAL WRITER, Orion Health, Bangkok, TH | www.orionhealth.com   **March 2012 – February 2021**

Managed documentation set of 9000 pages through requirements analysis, business analysis, software documentation, integration, informatics, agile methodologies, and software project management.

- Collaborated with subject matter experts and development teams via standup and sprint planning meetings as well as briefs.

- Performed peer reviews of team produced documentation on a sprint-by-sprint basis.

- Created and published documentation of both user/setup and security documentation and release notes in online and printable (PDF) formats at cycle release in an agile development environment.

- Increased customer satisfaction by 50% through delivery of an online help system.

- Increased implementation efficiency by 50% by provision of accessible user and setup documentation.

LEAD CONTENT PUBLISHER, Microsoft, Bangkok, TH | www.microsoft.com December 2007 - March 2012

Focused on managing specialist team, software documentation, site administration, and vendor management.

- Managed yearly budget of USD$250,000 and staff of 8 technical writers.

- Tested feature work as described in briefs and test cases and supplied feedback where needed.

- Performed peer reviews of team produced documentation.

- Created internal and customer facing documentation in a waterfall development environment.

- Delivered a customer to development platform for direct communication with customers.

- Increased customer satisfaction and support by 50+% by implementing the Microsoft Connect platform as a customer hub.

- Reduced lead processing time by 20% by integrating direct customer created work ticketing to the Microsoft Connect platform.

TECHNICAL AUTHOR, Global Care Solutions, Bangkok, TH | www.gcs.com February 2006 – December 2007

Participated in documentation production, integration, and business analysis.

- Created paper-based documentation in both User and Setup guide format.

- Designed and formatted PowerPoint presentations for use in a classroom environment.

- Researched and created interactive videos for learning purposes.

FACILITATOR, Study Group, Brisbane, AUS | www.studygroup.com January 2004 – December 2005

Performed various duties within the Brisbane campus.

- Facilitated learning and developed curriculum which was used at a national level.

- Instructed in creative and technical aspects of Graphic and Web Design.

- Led software classes in various software packages.

- Supervised students who were involved in self-paced training with Microsoft Office software such as Microsoft Word.

- Proctored examinations in subjects such as occupational health and safety.

- Set up two computer labs comprising fifty computers including software, network, and proprietary print server.

Education

Diploma, Graphic Design, Study Group Australia, Brisbane

Professional Qualifications & Training

Certificate IV, Workplace Training and Assessment, Study Group Australia, Brisbane

Certificate III, Information Technology, MCI, Brisbane (currently studying)

Technology Skills

Atlassian Confluence, Atlassian JIRA, Microsoft Word, Microsoft Connect, Microsoft Visual Studio, Microsoft SharePoint, Microsoft PowerPoint, Adobe RoboHelp, MadCap Flare, TechSmith Snagit, TechSmith Camtasia, Adobe Captivate, Adobe Photoshop, Adobe InDesign, Quark Xpress