

# Daniel Hall, Senior Technical Writer

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## PROFILE

With over two decades of experience, including a pivotal role at VMware, I excel in crafting detailed technical documentation across various platforms and programming languages (C++, Python). Renowned for my advanced technical knowledge and strong research abilities, I significantly enhance product quality and developer engagement. I am self-directed, highly-motivated, and capable of managing multiple complex documentation projects simultaneously.

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## EMPLOYMENT HISTORY

Dec 2005 – Sept 2024	Senior Technical Writer, VMware	Palo Alto
	Researched, planned, and wrote SDK documentation for third-party developers to use to implement kernel modules for VMware's flagship vSphere product. Managed over 2500 kernel API reference pages. Created scripts and tools for automating documentation processes. Worked as lead writer on multi-writer projects.	
Mar 2003 – Nov 2005	Senior Technical Writer, Trend Micro	Cupertino
	Researched, wrote, and edited detailed electronic and print documentation for enterprise-class, network-aware Internet messaging security applications deployed across servers. Improved department effectiveness by creating and maintaining FrameMaker templates that leveraged automation of repetitive tasks. Created and maintained department templates for RoboHelp, moving the department from ad hoc help implementations across products to a strongly branded help system.	
Aug 2001 – Feb 2004	Technical Writer, Schlumberger Sema	San Carlos
	Documented all aspects of the operation of a complex radio-frequency networking system, including protocols, network topology, databases, configuration and operation, and functional and design specifications. Managed cross-functional software development teams, established metrics, maintained project scheduling, facilitated project meetings. Worked with engineers to improve documentation through mentoring, training, and editing. Composed a simplified style guide for engineers and worked as a writing and tool resource for them. Significantly increased the efficiency of the Technical Publications Department and improved documentation by evaluating needs, creating and implementing processes, and employing best practices, bringing order to a previously chaotic environment	

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## EDUCATION

2012	BA, Automotive Restoration, McPherson College	McPherson, KS
2005	MA, Technical Communications, Utah State University	Logan, UT
1995	BA, English, The Master's College	Newhall, CA

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## SKILLS

DITA, Oxygen, Frame C, Python, Perl, APIs	Project Management Cross cultural	Content Management Bringer of order from chaos
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