David E. Carter

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OBJECTIVE: Content creator role helping product teams achieve "knowledge transfer" or "sales nurturing" goals.

SUMMARY:

- ✓ I do what it takes to produce content that exceeds expectations on schedule and under budget.
- ✓ I have hired and coached tech writer teams for medical device, automotive, and semiconductor companies.
- ✓ I am a guru-level user with most Microsoft Office, Adobe CC, and Google desktop publishing applications.

Collaboration Tools: Confluence, Jira, MS Teams, Zoom, Subversion, GitHub, Bridge, Dreamweaver

Learning Platforms: Lynda, Coursera, Udemy, Instructure, Workday, Success Factors, SAP

EXPERIENCE:

Harebrained Schemes, LLC (Saratoga, CA)   Jan 1996 to Present   (Remote) **Consultant**

- Writing, producing, and promoting screenplays, short films, "lean" ideas, fellow artists, and various worthy causes.

Think Surgical (Fremont, CA)   Oct 2017 to March 2021   (Hybrid) **Staff Tech Writer**

- Followed Good Manufacturing Practices (GMP) to produce IFUs for robot-assisted orthopedic surgery devices.
- Designed and managed EU MDR and FDA-compliant labels (using BarTender) used by factory personnel.

Tesla (Fremont, CA)   Oct 2014 to Oct 2017   (On Site) **Senior Tech Writer**

- Designed and implemented a robust knowledge capture system still in use 24/7 by 2000+ factory personnel.
- Hired and coached the team that produced operator and maintenance guides for over 400 workcenters.
- Oversaw content organization, format, quality, and usability of all Powertrain Sustaining Engineering documentation.
- Enabled efficient production of clear, concise, correct, complete, consistent, compliant, cost effective content.
- Produced content at the appropriate level of detail for a wide range of internal stakeholders, including data scientists, data engineers, sustaining engineers, technicians, equipment operators, and application developers.
- Established publishing and review processes and standards for all content producers in the data ecosystem.
- Implemented gatekeeper checklists and feedback mechanisms to ensure timely continuous quality improvements.
- Developed and presented training sessions for technology modernization initiatives related to metadata and quality.
- Acquired technical information via independent reading, SME interviews, observing tests, interpreting diagrams, and so on.

Randstad Technologies (Woburn, MA)   March 2013 to July 2014   (On Site) **Consultant**

- Designed and implemented measurable quality enhancements to in-product content and internal procedures for the **VMware** Engineering team and the **Intel** Privacy Office.

SanDisk (Milpitas, CA)   May 2005 to May 2013   (On Site) **Staff Tech Writer**

- Singlehandedly produced programmer and system admin guides, release notes, and online help for API, CLI, & GUI components of an enterprise storage solution that featured solid state (flash) drives.
- Reduced by 90% the manhours required to produce award-winning IEEE white papers, application notes, data sheets, hardware design manuals, and ISO 9000 procedures for industry-leading NAND flash memory devices.

Xilinx (San Jose, CA)   Jan 2000 to March 2005   (On Site) **Tech Pubs Manager**

- Led a dispersed team of writers delivering ISO-compliant data sheets, user guides, application notes, and training material for next-gen programmable logic devices, within forecasted time and budget constraints.

Legato Systems (Palo Alto, CA)   1997 to 1999   (On Site) **Lead Tech Writer**

- Produced system administrator guides for an enterprise-wide data storage and retrieval tool.

EDUCATION: B.S. Business Administration (Marketing Concentration) - **University of Delaware**

- Earned majority of credits in an **engineering** curriculum at the **U.S. Military Academy**, West Point, NY, before transferring (Honorable Discharge) to the University of Delaware.
- Studied **C Programming Language** at Mission College, Santa Clara.
- Completed Wesleyan University's **Social Psychology** course (on Coursera.org) and earned a **Gamification Expert** certification (on Udemy.com) to understand how situational biases and intrinsic or extrinsic motivations can be used to encourage desirable customer, partner, and employee behavior.