

Charlie Trager

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~ TECHNICAL WRITING / EDITING SPECIALIST ~

Summary

Highly experienced **Technical Writing** professional with a proven track record of developing effective online/offline content for high-technology organizations. Skilled project manager, known for meeting and beating all assigned deadlines. Able to write in multiple styles for multiple target audiences. Fluent in the Microsoft Manual of Style for Technical Publications, the Microsoft Computer Dictionary, and the Chicago Manual of Style. Advanced software proficiency, in addition to basic programming knowledge.

Highlighted Qualifications

Microsoft Word & Excel Expertise
SharePoint 2010 & Visual SourceSafe
HTML & XML Programming
Copywriting / Copyediting Skills
Work Prioritization & Project Management
Proofreading & Style Guide Compliance

Web Content Management / Development
End-User Training Guides & Documentation
Copyright Issues & Licensing
Cross-Functional Team Collaboration
Digital Publishing / Social Media / Blogging
Excellent Editorial Judgment

Representative Project List

(full list available upon request)

Editor/collaborator on 16 technical books including *Apple Products Resource Kit* (Penguin Press, 2004), *Principles of Data Networking & Computer Communications* (Partner Publishing, 2007) and *Optimizing iOS 6 Pocket Consultant* (Penguin Press, 2011)

Editor of 21 non-technical books ranging from *Biotechnology Bible* (Lance Barn Press, 2007) to *Best Long Walks in Washington's Cascade Range* (Sasquatch Books, 2002) to *Guatemala by Bike: 21 Tours Geared for Discovery* (LatWorld Books, 1999) to *Montana Best Places* (Laserprint Books 1997)

Writing, editing, and project-management of dozens of other publications, including technical courseware guides (e.g. *Designing & Optimizing AppleTalk Server 2005*) to white papers (e.g. *Principles of Modern Technical Training Design*) to website content creation (e.g. www.iosed.com, www.writersgym.com)

Professional Experience

Freelance Technical Editor | Contracted by BOMBARDIER PUBLISHING 6/2005 to Present

- Edit college textbooks, Apple books, Kindle e-books, technical courseware, and marketing content.

Editor, Writer, & Customer Support Representative | FROND GROUP, INC. 1/2007 to 11/2010

- Wrote, edited, and improved garden.com content including Help documentation, marketing collateral, customer communications, landing page (incorporating SEO strategies), and UI design.
- Performed technical troubleshooting and answered all levels of questions submitted by users.
- Handled "community management" and moderation duties for the garden.com discussion board.

Technical Editor | APPLE CORPORATION 6/2003 to 11/2004

- Worked in the AppleTalk Server and Content Management Groups.
- Edited a wide variety of product documentation including technical papers, product help, UI text and error message drafting, web content development, online book publishing, and glossaries.
- Created/maintained aggressive, deadline-driven writing schedules and team collaboration tools.

Professional Experience (cont'd)

- Managed and co-developed all writing/editing team reference materials including style guidelines, terminology guidelines, document review process, and all team process documentation.
- Owned the AppleTalk Server UI guidelines and Documentation Security Review process.
- Led terminology reviews and facilitated communication between the author and various product teams for the Apple Products Resource Kit.
- Participated in customer feedback evaluation and content planning for Apple server products.

Technical Editor | HYPERION CORPORATION

11/2001 to 6/2003

- Worked in HyperDrive (V1 product) Group with responsibility for writing/editing Product Help Documentation, User Interfaces (UI), Error Messages, Web Content, Pre-Release Programming, Marketing Materials, and Programming Content.
- Implemented and facilitated key terminology and feature-naming processes.
- Created and maintained both team and cross-group style guidelines to ensure consistency.
- Performed regular updates to (and consolidations of) the company-wide Style Guide.

Copy Editor | HYPERION CORPORATION (CONTRACTED BY THE WRITERS GUILD)

12/1998 to 11/2001

- Acted as Hyperion Press book principal for copyediting and proofreading; managed multiple books through all stages of the production process, reviewing all first printings for accuracy.
- Proofread marketing materials, book covers, and updates of the Hyperion Computer Dictionary.
- Created content for the team website and owned/updated the team procedures manual.
- Trained and supervised the work of new editors and junior editors.

Freelance Editor & Proofreader | NORMANDY BOOKS, PIER 29 BOOKS

6/1996 to 8/2004

- Performed substantive edits and copyedits on high-quality nonfiction manuscripts.
- Communicated and collaborated with authors on editorial issues.
- Proofread galleys for grammar, enforced house writing style, and performed fact checking,

Editor & Proofreader | LEGAL PUBLISHING GROUP

9/1996 to 12/1998

- Performed copy editing of legal manuscripts and ongoing supplementation of legal code books.
- Solicited cost estimates, negotiated contracts, and prepared manuscripts for legal analysis.

Editorial Intern | STYLEGUY BOOKS

1/1996 to 5/1996

- Handled numerous publishing-related tasks including editing, proofreading, fact-checking, author tour scheduling, market research, and updating of the customer/author database.

Education & Certifications

Bachelor of Arts in English (Professional Writing) | University of Maryland, May 1996

Graduated with Honors in English and 3.65 GPA

Publishing Certificate | University of New Mexico Publishing Institute, August 1996

Technical Writing & Communication Certificate | Utah College, February 2000

Coursework included technical writing and editing, document design, computer programming, writing and editing for the Web, project management, indexing, and style guide development.

Additional Training & Coursework:

HTML Authoring 1, 2, and 3 | Programming Concepts | XML Conceptual Overview | XML Syntax & Applications | C Programming I | Writing for Global Audiences | Delivering Services in Constant Ship Mode | Documenting Accessibility | Managing Documentation Projects | Engineering Excellence and Editors at Microsoft | Managing Content & Processes in Microsoft SharePoint 2010 | Skills Training in SharePoint 2010 for End Users | Adobe InDesign & Photoshop