JOSH TIBALDI
Technical Writer

CONTACT

Vaughan, Ontario, Canada.

647 - 242 - 4201

Joshuatibaldi@gmail.com

View LinkedIn

CORE COMPETENCIES

Start-to-finish authoring
Teamwork and collaboration
Technical documentation
Project management
Revising and editing
Strategic planning
Graphic Design
Interpersonal skills

TECHNICAL SKILLS

Microsoft Office Suite
Adobe FrameMaker
Adobe Acrobat
MadCap Flare
Adobe InDesign
Adobe RoboHelp
Adobe Captivate
Adobe Photoshop
DITA/XML

*Experience with deliverables using these tools is outlined on the next page.

OBJECTIVE

Reliable and detail-oriented technical writer who puts their all into every project. Passionate about user advocacy with a creative mind and outside-of-the-box thinking and problem-solving capabilities.

Skilled designer and communicator capable of creating consistent and high-quality deliverables. Versatile and adaptable professional well-equipped for any challenge with interpersonal skills that extend on and off paper.

RELEVANT WORK EXPERIENCE

TECHNICAL WRITER | INFRASTRUCTURES FOR INFORMATION

January 2022 – Present

- Write and update test cases to ensure proper functionality of added features by liaising with development and marketing teams.
- Collaborate with and interview SMEs across departments.
- Author and update user-facing installation, admin, and online help guides through version control using Microsoft Visual Studios.
- Create a from scratch style guide using MadCap Flare to develop guidelines for the documentation team and future deliverables.

JUNIOR TECHNICAL WRITER | SENECA COLLEGE & ARTEVELDE UNIVERSITY

September 2021 – December 2021

- Collaborate in an agile environment with a team of developers.
- Create user personas and journey maps to optimize the user experience.
- Work within a software development life cycle to design and produce user guides, web-based content, and software UX design features.
- Perform weekly sprint retrospectives in a cross-functional team.

DESIGN DEPARTMENT HEAD | LEAPING LIONS BOOKS

September 2019 – April 2020

- Lead a team of designers in a professional publishing house for the release of 2 now published novels by Canadian authors:
  - *Poetic Justice* by Arthur Haberman
  - *The Human Variable* by Chris Racknor
- Liaise with authors on a weekly basis and present samples for feedback.
- Design novel dust jackets for web and print– cover, spine, and back.
- Run daily team meetings, delegate tasks, supervise, oversee deliverable progress and deadlines being met.

JOSH TIBALDI

Technical Writer

DELIVERABLES EXPERIENCE

Experience with creating the following deliverables using industry-standard tools:

- User guides*
- Style guides*
- White papers*
- Documentation plans
- Online help
- UX design*
- Instructional design
- Content strategy

   *Denotes deliverables available as recent writing samples here on my web portfolio.

All additional deliverables are available upon request.

WEB PORTFOLIO

View my portfolio website here.

View my downloadable portfolio here with preview samples.

REFERENCES

Please reach out for references.

EDUCATION

YORK UNIVERSITY

Bachelor of Arts (Honors) | 2016-2020
English and Professional Writing
Dean's Circle of Scholars

Specializations: Book Publishing, Digital Authoring.

SENECA COLLEGE

Graduate Certificate | 2021-2022
Technical Communication
President's Honour List

Collaborative Online International Learning (COIL):

- Using Technology and Digital Analysis to Solve Business Problems (with Ecuador).
- Collaborating with Software Developers and Creating Original Software Documentation (with Belgium).

CERTIFICATIONS

APMG INTERNATIONAL

Certified Professional Technical Communicator (CPTC™) Foundations

Issued September 2021

- I am certified to perform the functions of a professional Technical Writer in both collaborative and independent environments at a high-level.
- Click the badge above to view what skills are entailed by this certification.