

# Jonathan Leer

jleer@leertech.net ,603-315-4029

## Summary

Technical writing professional with experience in high-tech, financial, healthcare, and manufacturing industries.

## Education

Rensselaer Polytechnic Institute, B.S. in Communication, and Studies in Biology

## Writing/Publishing Applications

Framemaker, Microsoft Office, Madcap Flare, RoboHelp, AuthorIT, InDesign, Confluence  
Visio, BrainShark, Camtasia, Captivate, CorelDraw, Adobe Acrobat Pro, Dreamweaver, Adobe Illustrator

## Technology Tools

**OS:** Windows, MAC, UNIX/LINUX

**Languages:** HTML, Javascript, XML, Java, C#, VBA

**Database:** SQL, Oracle, MySQL, NoSQL

**Development Tools and Environments:** SQL Server, BizTalk, .NET, Visual Studio, Swagger, MuleSoft, Agile

**Content Management Systems:** Documentum, Sharepoint, Confluence, Mindtouch

**Customer Relation Management:** Salesforce, Microsoft CRM

**Product Lifecycle Management:** Oracle Agile PLM

**Source Control:** VSS, Accurev, Vault, CVS, TFS, SVN, Git

## Experience

### Sig Sauer

*Manufacturer of firearms*

*Contract 1/17 – 3/18*

Although not involved with medtech products, this project added more experience with software-driven management of manufacturing processes. Accomplishments:

Write/edit online Help system and training materials for Continuous Process Improvement group to support Agile Product Lifecycle Management (PLM) solution and supporting modules (e.g., PPM, QPM), to be used by all manufacturing Project Managers and team members.

Document all change object workflows and associated Visio workflow diagrams.

Document Java event utilities and script.

Agile PLM Help projects included: Agile User Help, Admin Help, Standard Work (SOPs) Help, EBS User Help, EBS Admin Master Setup.

### Concord Group Insurance

*Brokerage for auto and property/casualty insurance*

*9/04 – 8/15*

Create system documentation to support migration of all insurance systems from mainframe to .NET environment, including policy administration, claims, billing, bank applications, data warehouse, and portal administration.

Upgrade documentation to reflect Change Management.

Adapt documentation control for Agile Scrum environment.

## DNA Software

*Provider of scalable cloud solutions for nucleic acid-based diagnostics and therapeutics to the life sciences community*

1/13 – 1/13

Write marketing materials for *Absolute DNA Copy Number from Quantitative PCR*.

Develop trade publication media list.

## Wavemark

*Developer of RFID-based technology and web-based software solutions for the hospital, supplier, and ambulatory surgery center markets*

4/12

Write a content management proposal for updating existing product documentation, developing web-based, on-demand training materials, and developing a knowledge base of how-tos, technotes, and troubleshooting solutions.

## Health Dialog

*Developer of web-based healthcare information systems for the health insurance industry*

2/07 – 5/07

Coordinate and deliver all documentation and knowledge transfer collateral to support web-based Patient Health Record project and Patient Health Assessment project.

Develop a documentation plan to satisfy SOW deliverables.

Interface with Subject Matter Experts to retrieve and edit documents, write missing documentation, and post all to SharePoint for easy team retrieval, signoff, and delivery.

## Fallon Clinic

*Leading healthcare company in Central Massachusetts*

2/03-4/03

Research and write policies to comply with HIPAA Privacy and Security regulations.

## Tuviderm

*Startup company developing dermatology products)*

2/03-4/03

Write a business plan for raising seed money for developing dermatology products.