Thomas Olsen

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Summary

- Creative writer and editor with a passion for excellent customer service and years of experience communicating in different styles to diverse audiences on tight deadlines.

- Experience managing people, leading content projects, and communicating effectively with all levels of an organization.

- Innovative and analytical problem solver with a strong record of successfully managing multiple strategic initiatives and projects from concept to completion.

Experience

Senior Writer, Editor, and Manager

2005 – 2017, Microsoft, Redmond, WA

- Technical writer, editor, and manager in the Windows and Devices Group (WDG) working on content strategy, information architecture, user interface text, online help content, video scripts, graphics, copywriting, cross-functional project management, and process development for 4 major releases of Windows.

- Managed 4 writers, coaching them to improve the quality of their content and increase the impact they have across their larger team, with our partners, and with customers.

- Collaborated successfully with program managers, developers, quality engineers, customer support agents, user research scientists, designers, marketing professionals, and peers to gather and document project requirements and to develop and deliver documentation for more than 100 features of Windows, Internet Explorer, and the Windows Store.

- Used quantitative and qualitative business intelligence data and analytical skills to audit content and improve discoverability, quality, usability, and relevancy of web-based help content for hundreds of millions of site visitors each year.

- Led Windows team editorial style decisions and evangelized company-wide and industry-wide content standards by serving for 6 years on the Microsoft Editorial Board and writing chapters in the widely referenced Microsoft Manual of Style.

- Coded and maintained editorial quality automation tests and helped develop detailed project plans and user-focused tools for a cross-functional team of more than 35 writers, editors, site managers, and quality engineers.

- Identified and implemented strategies to increase the rate of Windows adoption in enterprises, including researching and

developing task-based and conceptual content for new audience segments.

- Researched, strategized, planned, and led the Windows Store into the new areas of editorial programming, content reuse, and copywriting for our content team.

Technical Editor 2

2003 – 2005, Volt Technical Services, Inc., Bothell, WA

- Worked at Microsoft on UNIX migration content and tools designed to make it easier for companies to switch to Microsoft products and services.

- Performed developmental, substantive, copy, and production edits on multiple, simultaneous projects.

- Helped develop standards for quality assurance tools used to measure vendor performance.

Senior Technical Writer

2000 – 2003, LSI Logic, Inc., Federal Way, WA

- Wrote, edited, published, and maintained all technical manuals and white papers for an interoperability software product.

- Created and managed the team's editorial style guide, processes, and procedures.

- Researched, designed, and implemented the plan to convert document set from proprietary software tools to open source tools , reducing the department's software costs to zero.

- Became the division's subject matter expert for SGML/XML authorship, instituting a single-source approach, templates for efficiency, and a simplified build process.

- Researched, analyzed, wrote, and implemented documentation processes and procedures that led to ISO-9000 certification.

Tools and technical skills	- **Markup languages**: HTML, XML, SGML, Markdown
	- **Structured authoring tools**: XMetaL, FrameMaker, XEmacs,
	- **Authoring**: Word, PowerPoint, Excel, Visio, Adobe Creative Cloud (InDesign, Photoshop)
	- **Code**: HTML, CSS, XML, regular expressions (regex)
	- **Development tools and content management systems**: Policheck, Product Studio, TFS, VSO, GitHub, WinPub, DocStudio, Compass, Portico, SharePoint
Education	- B.A. in English from the University of Puget Sound
	- M.A. and Ph.D. in English from the University of Arizona