

Eric J. Heise

58 Mount Hope Street
North Attleboro, MA 02760
Home 508.695.7145
Mobile 603.479.1792

E-mail ejh8@comcast.net
URL: <http://www.writersmarch.com>
<http://www.linkedin.com/in/ericheise>

Objective

I am a veteran, self-starting writer with a strong background writing for technology companies, particularly startups and young companies experiencing technical documentation challenges. I am a proven team player who leads from the front by executing documentation tasks with the product and company's goals firm in mind. My goals and objectives are always to produce high quality writing and represent the company, the team, and the product in the very best way possible.

I am in search of a great team in a creative environment who are working on the hottest technology and products in the marketplace.

Applications & Skills

Adobe Tools: FrameMaker, Acrobat, Photoshop, Lightroom, Illustrator, InDesign, RoboHelp, Dreamweaver, Flash, PageMaker,

Quark Tools: QuarkXPress

Microsoft Products: Word, Office Applications, FrontPage, Windows Operating Systems

Apple Products: MacOS X,

Other Applications: Trellix, Wiki Collaboration Systems, Symantec, Electronic Display and Publishing tools

Technology & Skills: APIs, HTML & Web Design, XML, JavaScript, ActionScript, Telecommunications, Online Purchasing, Web Services, Software Security Applications, Email Services & Internet Usage, Public Relations Writing, Marketing Writing, Network Applications, Computer System Builds and Setups, Journalism, Short and Long Fiction.

Professional experience

February 2008 – Present [Yahoo!, Inc.](#) Cambridge, MA

Senior Technical Writer

Yahoo! acquired Maven Networks in February 2008. Yahoo! is one of the leading brand names in technology, with a presence in more than 20 markets globally ranging in interests from online search, advertising, and content publishing.

As Senior and sole writer for the Video Platform, I am responsible for end-to-end documentation publishing for end-users, developers, and internal technologists with technologies ranging from APIs, Flash, content management and delivery systems, production environments, media content publishing, and user guides.

- Wrote various Toolkits based upon Flash and ActionScript, including a video player toolkit, an ad creative toolkit for advertising overlays, and an ad connector toolkit for ad integration with third party players.
- Wrote and maintained an account provisioning document for production setups.
- Developed API document for content management system media upload and maintenance.

October 2006 – February 2008 [Maven Networks](#) Cambridge, MA

Maven is a leader in Internet TV, and develops an enterprise solution that enables media companies to provide video content on the web.

Yahoo! acquired Maven Networks in February 2008.

Senior Technical Writer

Eric J. Heise, Writer – Resume – (cont'd)

- Developed a reference guide on the first Maven API for Flash video players, utilizing ActionScript, XML, and Flash development.
 - Constructed a new set of reference documents and Quick Start Guides for the Maven Console.
 - Wrote and developed all end-user documentation and help for new Maven Ad System application that managed advertisements for online video.
 - Responsible for all technical publications for internal, external, and web site audiences.
 - Primary writer reporting to the Vice President of Engineering.
-

June 2004 – October 2006 [GetConnected, Inc.](#)

Boston, MA

GetConnected develops an e-commerce transaction platform enabling retailers to sell digital services, such as high-speed Internet and wireless plans, typically available only from the service providers.

Senior Technical Writer

- Hired as a contractor to write API documentation for new technology. Offered a full time position before the end of the initial contract.
 - Developed customer documentation in RoboHelp and MS Word.
 - Created Connect Platform documentation, Merchant Site documentation, and sales documentation for internal and external audiences
 - Responsible for creating policies for Payment Card Industry Data Security Standards audit for Level 1 Service Provider.
 - Wrote systems documentation for internal audiences using web-based collaborative system (ZWiki).
-

March – May 2004

[@stake, Inc.](#)

Cambridge, MA

@stake (acquired by Symantec in 2004) is a security research think-tank founded by some of the most well-known security experts and software hackers in the 1990s/

Contract Writer

- Hired as contractor to write **SmartRisk Analyzer User's Guide** for the initial release of the software.
 - Designed, organized, and developed formal user's guide in Adobe FrameMaker.
-

1996 - 2004

[Brooktrout Technology, Inc.](#)

Needham, MA

Originally hired by Xircom Systems Division (formerly Primary Rate, Inc. [PRI]). Xircom became Netaccess, Inc. before being sold to Brooktrout Technology in 1997. Netaccess remained a spin-off unit until 2001, before becoming part of Brooktrout core business. Wrote API Software manuals, User Guides, Reference manuals, and release notes for a Developer audience.

Senior Technical Writer/Technical Consultant/Team Leader

- Lead Writer for an Engineering consulting group and sales tool whose sole purpose is to win new customers. I held lead responsibilities to maintain doc library, relations with vendors, the Netaccess product line, as well as partnering with Marketing for all company branding projects.
- Prepared group documentation, including customer documentation, ISO documentation and team project correspondence.
- Team Leader for Documentation Convergence project and Publications Group, and Project lead for competitor fax board evaluation.

Education

1992 - 1996 [Bridgewater State College](#) Bridgewater, MA

Bachelor of Arts in English and Communications

- Concentrations in Writing and Speech/Media

Patents and publications

- Glimmer Train Press Very Short Fiction Award Finalist in the Winter of 2002 for “The Loss”
- Writer of the football column [The Monday Analysis](#)
- Ghost Writer for *Maggie's Mooves*, a column in the [MSPCA's](#) newsletter
- *The Plymouth Picture* Volume 1, Number 2
- All API, driver, hardware and software manuals for Brooktrout Technology, Inc. Netaccess Product Series from June 1996 to 2004.

Awards received

- President's Award, Brooktrout Technology, Inc., Q-1 2000
- Eagle Scout & Vigil Honor Member, BSA

Recreations and Interests

Writing, Running & Exercising, Guitar playing and building, Music, Films, Reading, Photography, Travel, Art, German language and culture

References

References are available upon request.

Writing Samples

Writing samples are available upon request and at <http://www.writersmarch.com>.

Addendum

Training

- Adobe Video Workshops
- Online courses in Introduction to Telecommunications, Understanding ISDN, Voice Technologies, Project Management
- ATM/Sonet Class
- Consultant Training