

JOHNNY BEAN

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Samples/Recommendations: www.johnnyrbean.com

SUMMARY

I specialize in turning complex information into clear, user-friendly documentation that helps customers get up and running quickly. I go above and beyond standard documentation and think outside the box to simplify the user experience.

I have a proven record of exceeding expectations and a devotion to ensuring that the documentation and training I develop is of the highest quality to ensure that both my company and its customers succeed.

TOOLS

- MadCap Flare/Central/Capture
- Oxygen
- BlueStream
- FrameMaker
- RoboHelp
- Word
- Visio
- SnagIt
- PowerPoint
- Excel
- Jira
- Confluence
- Captivate

DOCUMENTATION

- Admin Guides
- UI User Guides
- API Reference and Developers Guides
- Quick Start Guides
- Hardware and Software Installation
- Data Sheets
- Release Notes
- On-demand Training
- Style Guides
- MOPs

TECHNOLOGIES/PRODUCTS

- Private Wireless
- O-RAN
- Kubernetes/O-Cloud/Clusters
- 4G/5G Telecom
- Data Loggers
- Corporate Tax Software
- KPIs
- Alarms
- REST API
- SDK
- Gateways and IP Phones

PROCESSES

- Agile
- Information Mapping
- ISO 9000
- Translation/Localization
- Editing
- Usability Testing

WORK EXPERIENCE

Sr. Technical Writer

- JMA Wireless (Aug. 2022 - Feb. 2025)
- Parallel Wireless (Oct. 2017 - July 2022)
- Vertex, Inc. (April 2012 - Sept. 2017)
- Teltronics (June 2010 - Oct. 2011)
- Onset Computer (Aug. 2007 - April 2010)
- Excel Switching/Lucent (Aug. 2000 - Feb. 2007)

EDUCATION

Bachelor of Arts - Journalism

University of Massachusetts
Amherst, Mass.

Technical Writing Certificate

Northeastern University
Boston, Mass.