Todd Phillips

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# Who is Todd?

I am that rare blend of technical capability and solid writing skills that managers hope to find but seldom do. I am as comfortable writing a white paper on a technical concept as I am building a new server computer with off the shelf parts. I am known for being a likeable member of each team I am part of, easily building relationships with others through a mixture of respect, kindness, and quiet humor.

# Skills

* Able to work directly with developers and then create documentation without direct input from the developers, greatly reducing the time required.
* Can single-source documentation and then publish to multiple media such as print, Web, and video.
* Often recommend strategies to improve customer satisfaction with company documentation.
* Able to explain why documentation works from an audience perspective.
* Passionate advocate for the customer: audience is king.
* Can build relationships across team boundaries, facilitating multi-team projects.

# Professional Experience

April 2021 To September 2022—Microsoft

Senior Content Developer—Aquent

As part of the Office 365 MIP Compliance team my areas of responsibility ranged from documenting the release of a new App Governance solution to taking ownership of Auditing and eDiscovery documentation after a team member retired. I worked with multiple stakeholders to identify documentation needs and then proceeded through draft, review, and publication. During my time with the team, we worked through a rebranding of the series of products that required a full modification of the entire documentation set.

September 2018 to March 2020—Microsoft

Senior Technical Writer—Steyer Associates

I am working on the Azure Sphere team as a technical writer in a team of four creating and maintaining all content. Our focus is divided between manufacturers creating devices that include the Azure Sphere chip, software developers writing for those devices, and people of various skill levels exploring the Azure Sphere device. We produce content in Markdown and publish through Git to both GitHub and Microsoft online content.

July 2016 into February 2018—Microsoft

Program Manager/Senior Technical Writer—Mactus Group

I worked as the sole documentation expert on the Secure Admin Workstation team within Microsoft IT. The project involved both hardware and cloud-based solutions for secure computing. I was responsible for all customer-facing documentation for the project from FAQs and knowledge base articles to design documents for project review and executive approval. I pioneered the use of videos to communicate with internal customers, and produced all facets of the projects.

November 2012 through January 2016—Rightside Registry

Senior Technical Writer

I helped to establish and lead a new documentation team to deliver the initial documentation for a new Internet registry.

I used MadCap Flare to author and publish multi-channel delivery of all customer facing technical documentation for Rightside. Customers told us on several occasions that my documentation was the best looking, easiest to read, and clearest technical information of any Internet registry.

March, 2011 through June, 2012

Senior Technical Writer—Averro

I worked as a vendor at Microsoft, writing internal-facing documentation for the SharePoint Online group. I was responsible for maintaining the build documents used to create new customer SharePoint farms. The duties required frequent interaction with the feature teams, the architecture team, and the Operations team. The group was on a quarterly release cycle, which meant that we were often completing one release of documentation while preparing the next cycle. The writing team used Microsoft Word 2010 and Madcap Flare 8 to produce our documentation set.

December, 2009 through November, 2010

Technical Writer 3—Aquent

I was on assignment with the Office UA IT Pro Solutions team, writing documentation for SharePoint Server 2010 and SharePoint Foundation 2010. I was responsible for documenting sandboxed solutions on both products, which requires interaction with the product team subject matter experts and my fellow writers and editors. I spend approximately half of my time managing the Office UA virtual lab, where I actively resolve customer requests for test environments using Windows Server 2008 R2 Hyper-V and System Center Virtual Machine Manager.

July, 2009 to November, 2009

Senior Technical Writer, WithinCompliance

I subcontracted as a freelance technical writer, writing white papers on Windows Storage Server 2008.

September, 2008 through July, 2009

Technical Writer 3—Aquent (Sakson & Taylor)

I worked on assignment with the SQL Server User Assistance team at Microsoft, writing the documentation for Windows Storage Server 2008. Part of my responsibilities included writing programmer documentation for Windows Storage Server 2008, and assisting in documenting new APIs for SQL Server.

March, 2008 through June, 2008

Technical Writer 3—Sakson & Taylor

On assignment at Microsoft in Windows Server Solutions Group, writing the help documentation for the Windows Small Business Server 2008 OEM Preinstallation Kit.

November, 2007 through February, 2008

Senior Technical Writer—Sakson & Taylor

I collaborated with network architects to deliver technically accurate descriptions of Microsoft network protocols.

July, 2007 through October, 2007

Senior Technical Writer—MessageGate, Inc.

I authored the product documentation for version 4.3, revising the manual to become task-based. The resulting documentation received very positive feedback from customers.

February, 2005 to June, 2007—Volt Technical Services

Technical Writer, Microsoft Windows Server UA

I wrote documentation for IT professionals working with deployment and migration technologies in Windows Vista.

April, 2001 to November, 2004—Microsoft Corporation

Technical Writer, Windows Application Compatibility and Experience

As the sole writer, I delivered the documentation for three versions of the Application Compatibility Toolkit.

# Education

September 2005 to June 2006—University of Washington

Technical Writing and Editing Certificate Program

1980 to 1984—Central Washington University

Music Composition/Theory and Voice Performance

# Accreditations

* Certified MadCap Advanced Developer
* Certified Technical Trainer
* Microsoft Certified Systems Engineer
* Microsoft Certified Trainer