

David Golden

Senior Technical Writer | I get your customers off the support page and back to their tasks

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PROFESSIONAL SUMMARY

Senior technical writer who builds documentation that deflects support tickets. At Pitney Bowes I owned and wrote the knowledge base for multiple enterprise product lines. Articles I wrote were cited in 1,700+ support cases; I delivered same-day docs for 90% of 26 annual releases across product, engineering, and support. At WPKN I led 20+ volunteers in relocating a 110,000-volume music collection and am now managing the catalog migration from Access and Excel into SQL. Background includes multi-language localization (6 languages), eLearning development, MadCap Flare single-source authoring, and regulated environments (21 CFR Part 11).

CORE COMPETENCIES

Documentation Strategy & Governance: Documentation program strategy and vision; style guides and content standards; structured authoring and content reuse; governance processes and quality frameworks; documentation metrics and release reporting

Team Leadership & Mentoring: Technical writer mentoring and peer review; standards coaching; onboarding and knowledge transfer; volunteer team leadership (20+ members); cross-functional documentation project leadership

Content Development & QA: User guides, release notes, SOPs, compliance materials, installation guides, maintenance procedures, knowledge base articles; editorial best practices; accuracy and consistency enforcement

Cross-Functional Partnership: Product, Engineering, Legal, Compliance, and Customer Success collaboration; Agile/Scrum documentation workflows; Jira, Confluence, SharePoint; SME interview and review workflows

Localization & Accessibility: Multi-language documentation management (6 languages); translation vendor coordination; internationalization best practices

Tools & Technical Skills: MadCap Flare (18 years, single-source authoring), Adobe FrameMaker, Microsoft Visio, GitLab, Subversion, Confluence, Jira, SharePoint, Microsoft Office 365; MySQL, Python, SQL (active development); Microsoft 365 Copilot

PROFESSIONAL EXPERIENCE

Product Knowledge Specialist / Senior Technical Writer

Nov 2007 – Aug 2025

Pitney Bowes, Inc. | Shelton, CT

- Owned and wrote all documentation for multiple enterprise product lines (knowledge base articles, user guides, admin guides, and installation guides in MadCap Flare), delivering across 26 annual releases with 90% shipped same-day.
- Mentored peers on MadCap Flare workflows, structured authoring patterns, and single-source publishing; served as the team's go-to for variables, snippets, and content reuse decisions.
- Served as the documentation representative in cross-functional teams with product, engineering, support, and service; tracked sprint schedules and upcoming releases in Jira and Confluence.
- Wrote knowledge base articles cited in 1,700+ support cases; top articles referenced 700+ times each. Extended the Flare project to include an eLearning output.
- Managed translation projects for documentation localized into 6 languages, coordinating with in-country reviewers on accuracy.
- Maintained full version control and change traceability for the documentation library in GitLab and Subversion, keeping records audit-ready across all releases.
- Used Microsoft 365 Copilot to accelerate draft turnaround and surface content gaps across product lines.

Senior Consultant, Training & Technical Writing

Jan 2000 – Jan 2007

Keane, Inc. (assigned to Pfizer) | New London, CT

- Produced compliance documentation for enterprise clinical research systems under 21 CFR Part 11, partnering with Regulatory Affairs, Legal, Quality, and Engineering.
- Designed and delivered training for 700+ global users, achieving 100% completion rate; managed LMS content and effectiveness reporting.

VOLUNTEER LEADERSHIP

Library Director & Board Member

2021 – 2026

WPKN 89.5 FM | Bridgeport, CT

- Led 20+ volunteers in relocating a 110,000-volume music library (LPs and CDs) to a new studio facility.
- Migrated 145,000 catalog records from Access and Excel into MySQL and built a Flask web search interface on top, including parameterized SQL queries and dynamic filters by artist, genre, and section.

EDUCATION

Master of Science in Instructional Technology

Southern Connecticut State University | New Haven, CT

Focused coursework in Technical Communication and eLearning Design

Bachelor of Arts in English

University of Bridgeport | Bridgeport, CT

Charles A. Dana Scholarship Recipient

PORTFOLIO

Technical writing and documentation management samples: davidgolden.io