

KENT WALTER
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Experience

Microsoft: Redmond, WA

Writer – Windows Web Services and Content

March 2009 - Present

- Owned content authoring, management, and maintenance for Windows Error Reporting, which handles over six billion hits and up to 100 million views monthly and led to over 5000 code bugs resolved in development of Windows Vista and over 2700 for Windows 7.
- Managed many internal and external partner relationships to maintain and improve the health of the WER service and its content.
- Stepped into a resource gap to own localization, metadata tuning, data reporting, and publishing functions and processes for WER following a disrupted handoff of responsibilities.
- Was responsible for creation and maintenance of all Windows Online and Windows Client Help & How-to content for Windows Update.
- Worked with senior and executive level product management to communicate to enthusiasts and industry influentials on the Inside Windows Live blog.

Technical Writer/Functional Manager - Xbox Live Operations (Siemens IT Solutions)

September 2007 - March 2009

- Owned the process management and procedures for creation and implementation of troubleshooting documentation. Used to improve monitoring response in an effort that greatly increased the percentage of actionable service alerts and reduced overall service alerts by over 90% over a period of four months.
- Owned and managed the Live Services Operations team SharePoint site; wrote and edited documentation which greatly reduced the amount of “tribal knowledge” and helped ensure repeatability and reliability of operations processes.
- Stayed abreast of current network architecture and operations best practices and procedures while facilitating all necessary information across the group.
- Collaborated with database administrators, system engineers, developers, and cross-functional groups to improve communication between teams.
- Managed & assembled Operating Level Agreements and all onboarding documentation for external and internal business partners.

Freelance / Agency: Atlanta, GA; Redmond, WA

Technical Writer / Editor

July 2007 – March 2009

- Microsoft Store Brand Summary and Editorial Style Guide
Allows developers to maintain a consistent look and feel for all pages of the Microsoft Store.
- Microsoft Pinpoint Brand Summary and Style Guide
Provides guidelines and standards for content and design elements of the Pinpoint service.
- Microsoft MSDN Administrator’s Kit
Microsoft Developer program aimed at educating customers on managing MSDN licenses.
- Microsoft Developer Desktop Inventory Kit
Microsoft Developer program assisting customers in inventory & management of software assets.
- Microsoft SDLC-in-a-Box
Targets Microsoft Application Lifecycle Management partners training customers on VSTS.

Prototype Advertising: Forest, VA

Senior Copywriter

August - December 2006

- Composed, edited, and managed advertising copy for print, broadcast, and web within deadlines as short as hours, to exacting standards in the competitive environment of advertising and marketing.
- Brainstormed and executed single advertisements and campaigns for a variety of clients. Played a key role in establishing and reinforcing corporate identities, target markets, and large-scale branding strategies.

Liberty University: Lynchburg, VA

English Instructor

August 2005 - July 2007

- Instructed Basic Composition with a focus on thesis-based writing and the clear/effective communication of specific ideas.
- Taught English as a Second Language to international students of various cultural and linguistic backgrounds.
- Edited and graded hundreds of pages of student writing each week.
- Independently architected course structure, pace, and direction for the school year, then executed plan – readjusting as needed to meet administrative requirements and deadlines.

Education

Liberty University: Lynchburg, VA

Bachelor's degree in English (May 2004)

- Summa Cum Laude

Community

Lynchburg Living Magazine: Lynchburg, VA

Contributing Writer (Nov 2005–Dec 2006)

- Researched and collected information from interviews and archived print/broadcast journalism.
- Adapted articles to the niche context of a regional interest, community-styled magazine.
- Profiled and promoted local businesses, driving consumer awareness and interest.

Victory Christian Academy: Richmond, VA

Middle School Teacher (Aug 2004–June 2005)

- Planned curriculum and executed homeroom activities for students throughout the school year.
- Taught a broad range of subjects and provided leadership and mentor support to 40 students.