

**KENT WALTER**  
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## Objective

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To secure a career as a lead technical writer for a high energy team that uses my writing skills and creativity to delight and amaze end users.

## Experience

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### **Microsoft (Siemens IT Solutions and Services): Redmond, WA**

#### **Technical Writer/Functional Manager** (Sep 2007–Present)

- 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 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 - Present)

- 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** (Aug-Dec 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** (Aug 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.

## **Skills**

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- MLA, Chicago, MSTP manuals of style.
- HTML, XML, JavaScript, SQL.
- Microsoft Office 2007, Google Applications, Sharepoint, Product Studio, Adobe Creative Suite.

## **Education**

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### **Liberty University: Lynchburg, VA**

#### **Bachelor's degree in English** (May 2004)

- Summa Cum Laude

## **Community**

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### **Lynchburg Living Magazine: Lynchburg, VA**

#### **Contributing Writer** (Nov 2005–Dec 2006)

- Researched & Collected information regarding (front page news stories) 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.