

SUMMARY

I create extraordinary documentation solutions to serve businesses and endusers that are scalable, robust and easy to use and manage.

I communicate complex ideas simply, clearly and accurately.

I have a track record of helping large and small enterprises to modernise and streamline their information production maintenance and access.

Tools:

- Madcap Flare
- Visual Studio Code
- RoboHelp
- XMetal
- Komodo
- Oxygen
- MS Visio
- MS Excel
- MS Word
- MS PowerPoint
- Adobe Photoshop
- Adobe InDesign
- Apple Keynote
- Apple Pages
- Apple Numbers
- JIRA
- GitHub
- GitLab
- Confluence
- DITA XML
- S1000D
- Simplified Technical English standard (ASD-STE 100).

Languages:

- Native English
- Professional French
- Intermediate Spanish

Documentation:

- End user manual
- Configuration guide
- Installation guide
- Platform architecture
- Product specification
- Provisioning instruction
- Middleware documentation
- Contractual service description
- Operation manual
- Maintenance manual
- Standard operating procedures (SOP)
- Business continuity process (BCP)
- Disaster recovery (DR)
- Cloud security protocol
- Network security
- Cloud migration plan

Information architecture:

- Information security
- Information access
- Scalability
- Data security
- Version control
- Granularity
- Modular content
- Single source
- Maximised reuse
- Translation readiness
- Localization

EXPERIENCE

Technical writer and information architect

Senior technical writer **kx.com** 01/2025 – 03 / 2025

Migration of around 4000 user documents on kdb Insights and Insights SDK from docs-as-code and GitLab into MadCap Flare and MadCap Central.

Technical writer **Verra Mobility** 08/2024 – 10/2024

Writing four functional designs and four detailed designs (External Aspect Verification, Primary System, Secondary System, Insulation) for Reflex NECS, the next generation of UK National Highways enforcement camera system.
MadCap Flare MS Office Visio SharePoint.

Technical writer and information architect **Skeleton Technologies** 01/2024 – 05/2024

I transformed the manual production of large technical documents (integrator manuals) with over 50% shared content into a semi-automated modular library of topic-based content using MadCap Flare.

This facilitated an individualised document for every unique customer configuration, drawing on single source, verified data.

By standardising and modularising content including automated data imports (Excel to Madcap Flare) we have reduced production time by 80% and built in powerful accuracy protections and created a scalable system for the company's growth from a regional start up to a key global company in the green high power energy storage sector.

MadCap Flare MadCap Central SharePoint MS Office.

[Sample 7] <http://benmawson.com/samples/Mawson-sample7-SkelGrid-Project-Summary.pdf>

Technical writer and information architect **Sky Identity** 06/2023 – 12/2023

I consolidated 20+ disparate Confluence spaces into a single, verified technical reference library for the operation, support and development of the Sky Identity platform permitting 180 million users to access Sky and Comcast entertainment.

Senior technical consultant global delivery **Fujitsu (Hybrid IT)** 12/2021 – 06/2023

I helped drive transformation from regional to globally standardised technical contractual and sales documents for diverse technology offerings particularly in PaaS and SaaS.

I created formal review and approval processes across business units.

I introduced a data-led approach, using single-source modular libraries responding to elastic search.

Docs-as-code, SGML, UML, Markdown, MadCap Flare.

Documentation specialist **HSBC** 06/2021 – 10/2021

I developed user-centric instruction guides to support bank-wide rollout of Agile tooling covering:

(1) Agile Target Operating Model

(2) Lean Portfolio Management

(3) Integration of Clarity Rally and Jira.

[Sample 5.] <http://benmawson.com/samples/Mawson-sample5-Agile-Documentation-v0.4.pdf>

MS Office.

Technical bid manager **AND.digital** 10/2020 – 12/2020

I managed and co-wrote a bid for APN AWS DevOps competency certification across multiple teams.

We compiled a successful 1,500-page bid in full compliance with the AWS submission rubric.

[Sample 4] http://benmawson.com/samples/Mawson-sample4-APN_DevOps_Report.pdf

MS Office including Visio Confluence.

Senior technical writer **Inmarsat** 02/2020 – 11/2020

I wrote technical and product marketing documentation for a new suite of government and military tools deployed across the L-band and KA-band frequency spectra, migrating production from MS Office to a topic-based approach by building project libraries in MadCap Flare.

These facilitate scalability, prioritising ease of navigation, version control and single source for multiple outputs.

Technical documentation consultant **ADLink Edge Computing** 08/2019 – 09/2019

I wrote the end-to-end user manual for hardware and software installation and configuration to enable commercial production line vibration analysis, which helps predict and mitigate critical system failure.

I introduced Agile methodology and principles of backlog tracking, content reuse and version control.

Technical writer **Black Swan Data** 02/2019 – 08/2019

I audited and rebuilt two vast Confluence repositories established SDLC (Agile) for docs including programme release documents, allowing traceability of complex multi-component builds.

I supported QA processes as part of researching and documenting changes to UI incl. system regression and user acceptance.

[Sample 3] <http://benmawson.com/samples/Mawson-sample3-middleware.pdf>

Technical writer **Yupana** 11/2018 – 01/2019

I created API docs for GitHub repos (Loop accounting software) using Visual Studio Code (Markdown).

Documentation manager **Siemens (Thameslink)** 11/2017 – 11/2018
I built a complete Document Management System for Siemens rail depots, working with stakeholders and subcontractors to retrospectively build 100k+ resource technical document library, still in use, from initially non-existent resources:
[Sample 2] <http://benmawson.com/samples/Mawson-sample2-DMSGuide.pdf>
[Sample 1] <http://benmawson.com/samples/Mawson-sample1-DMSReport.pdf>

Technical writer and trainer (software) **Content Guru** 02/2017 – 07/2017
I wrote systems O&M for end-users and developers re cloud-based telecoms platform Storm.
I created BCP, disaster recovery and end-user L&D technical training to clients including AXA Trinity Mirror BEIS.gov.uk UK Police.

Owner information author **Ford Motor Co** 09/2016 – 02/2017
I wrote manuals for vehicle owners collaborated on new architecture of granular topic-based content ensuring consistency standards and compliance across global markets.
I collaborated with teams in Brazil, USA and China to develop to authoring process definitions.

Technical writer and bid coordinator **Various** 1997 – 2001
I wrote end user software manuals, local government procedure documentation, training manuals and coordinated a large commercial aeronautics proposal.

PhD researcher and educator

10/2010 – 06/2016
Doctoral research on music and virtual reality.
PhD thesis: The Digital Studio as Compositional Tool: Towards a Virtual Performance Platform.

I invented the virtual 3D audio app 3DBARE (3D Binaural Audio Rendering Engine).
I was an invited speaker on applications of 3D audio in business: Cap Gemini IBM #SXSC12&3 European Sound Studies Association.

During doctoral research I worked as a teacher and lecturer (English French and Music) and as a student mentor.

Running a small business

2002 – 2009
I established and ran a business providing domestic and commercial relocation services around UK and Europe: home and office removals freight forwarding building clearance confidential document destruction.
Clients included House of Commons Volvo UK John D. Wood & Co PaperChase Barclays Goldman Sachs.

EDUCATION

PhD (Music Composition & Virtual Reality)
MA (Music Composition)
Cert TESOL
BA Hons (English & French Literature)

University of Southampton (Scholarship)
City St George's University of London
Trinity College London
University of York

OTHER

Contact:

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Portfolio:

<http://benmawson.com/tech-writer>

Driving Licence:

Full clean UK driving licence

Passport:

UK passport

Company:

Aubigné Ltd registered company no: 07910604