

Alex MacDonald

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Singapore Permanent Resident

CAREER SUMMARY

15 years of experience in technical and corporate communications specializing in Financial IT. Work experience includes: writing user manuals, designing video tutorials, and developing help systems, web sites, and e-learning programs; managing teams of technical writers to develop high quality documentation that was delivered on time; writing business requirements, functional specifications and test plans; and writing, implementing and managing project plans. Educated in Professional Writing at Purdue University.

EXPERIENCE

Senior Technical Writer January, 2017 – Present
Outside Vendor at Apple South Asia through Shell Infotech Pte Ltd Singapore

- Wrote Transportation Management System(TMS) documentation for users, project managers, and developers. Created internal website to publish the user guides, troubleshooting guides, and developer's guides. Troubleshooting guide helped shipping analysts re-route iPhones during recent New Product Introduction(NPI). TMS is an SAP-based tool that allows users to consolidate shipping orders, choose carriers, and forecast demand.
- Wrote Original Equipment Manufacturer(OEM) documentation for project managers and business analysts. The documentation described how to onboard new plants and described how OEMs fit into Apple's business lines. Wrote user guides for the OEM Electronic Data Interchange(EDI) messaging system.
- Managed AppleCare's white-labeled communication and collaboration software called ConnectMe. Wrote best practices and SEO documentation to help users better share and find information.

Technical Writer and Corporate Communications Analyst June, 2013 – March, 2016
Raise Partner Pte. Ltd Singapore

- Wrote user guides, quick start, and administration guides for the Wall Risk suite of software applications. The software application used market data and quantitative analysis to find risk and opportunities for rebalancing in investment portfolios. Documentation written in Adobe FrameMaker.
- Developed training videos for the Wall Risk suite of software applications. Videos trained users on best practices for using the application and helped users get back on task faster. Videos developed in Adobe Captivate.
- Edited and designed Raise Partner Quant Guides. The Quant Guides provided customers with detailed information on risk analysis and portfolio optimization features. The guides were developed in LaTeX.
- Developed and designed corporate web site for Raise Partner. Web site developed with WordPress. Localized for France and Germany.
- Developed and wrote copy for brochures, press releases, corporate videos, technical presentations, case studies, and white papers.

Senior Technical Writer November, 2012 – June, 2013
Triquesta Pte. Ltd Singapore

- Wrote user guides, help files, and troubleshooting guides for external customers of the CODC application. The CODC application helped back office and front office staff manage the confirmation of letters of credit. The application allowed customers to manage the intraday limit of banks which decreased operational risks and increased sales opportunities.
- Wrote user guides, help files, admin guides, and troubleshooting guides for the Collateral Management(REPO) application. The REPO application allowed banks to lend against commodities, by accepting warehouse receipts and other trade finance products as collateral. The application made it easier for Collateral Managers to grade and price collateral and more accurately calculate loan and fee values.
- Managed documentation projects for a small documentation team. Made sure documents were specified, tracked, and delivered to customers on time and with sufficient quality.

Graphic Designer, Editor, and Web Designer
EDHEC-Risk Institute Asia

July, 2011 – August, 2012
Singapore

- Wrote and designed marketing collateral for EDHEC's events and conferences. Material included brochures, call for sponsorship guides, PowerPoint decks, and web banners and leaderboards. Used InDesign, Illustrator, Photoshop, and Flash to produce deliverables.
- Edited and designed position papers for EDHEC's professors and industry sponsors. Significant papers include a CME Group sponsored study on long-short portfolios and a SocGen sponsored study on fixed volatility portfolios.
- Designed website for EDHEC's indices and benchmarks group. Website was designed with Adobe Dreamweaver.

Senior Technical Writer
CME Group; Consultant from Advance Search Technical Staffing

August, 2010 – February, 2011
Chicago, IL USA

- Wrote user guides, training material, and tutorials for white labeled version of CME Globex electronic trading platform. Globex allows customers to trade commodities, futures, equities and options on futures. The white labeled version is used by the Brazilian exchange BM&F Bovespa. The user guides were designed and produced to train traders, administrators, and regulatory personnel to effectively use the Globex software. User guides for traders explained how to enter and modify orders and to cancel trades. They also trained traders to run reports and perform beginning and end of day activities. User guides for administrators trained users to perform common administrative tasks such as adding traders and firms as well as configuring order matching engines. User Guides for regulatory personnel trained users to monitor trading activity and modify orders and trades.
- Wrote user guide for the Moodle Learning Management System(LMS). The Moodle LMS is open source software and allows BM&F Bovespa and CME Group employees to share, use, and comment on user guides and training material.

Senior Technical Writer in the Project Management Office
PEAK6 Investments LLP

June, 2007 – July, 2010
Chicago, IL USA

- Wrote user guides, help files, and video tutorials for proprietary options trading software. The software analyzed the options market, generated trade ideas, set buy and sell limits, and displayed volatility charts. User guides were deployed in Confluence and traders could access the documentation directly from the trading software. Video tutorials were designed and developed with Adobe Captivate.
- Wrote technical documentation for the order flow facilitation software system. The software allowed in-house traders to enter volatility orders that could be filled from external customers. Documentation described how messages and trade data moved through the system.
- Managed project to improve software release process by writing requirements, establishing milestones, tracking progress, and ensuring that business needs were met by technical and procedural solutions. New release process cut down errors that were deployed into the production environment and decreased the number of rollbacks. The new release process better managed .dll versions and configuration files. It also added data checks before and after deployment.
- Wrote functional requirements documentation for an internal stock market system. The internal stock market allowed the firm to capture flow from external customers and hedge trades without going to the open market.
- Developed and helped execute communication plan for Human Resources department. The plan determined what types of information should be disseminated to employees and how that information should be deployed. Wrote guidelines and procedures for proprietary and third party HR software systems. Designed and coded HR intranet that allowed employees to easily access key information, SOPs, forms, and commonly used external websites.
- Wrote and published monthly newsletters for the PEAK6 technology group. The newsletter contained articles about current projects, interviews with technology employees, and financial and technical topics. Newsletters were created with Adobe InDesign and published as PDF files.
- Designed, developed, and maintained internal websites for the PEAK6 Project Management Office, Human Resources, and Trader Education groups. The websites described the services performed by the groups and allowed users to request project management, process improvement and documentation services. The websites were developed with Dreamweaver, css, Flash, and php.

Technical Writer

October, 2005 – June, 2007

ABN AMRO Global Trade Services

Chicago, IL USA

- Wrote user manuals and Robohelp files for the MaxTrad application. MaxTrad is a web portal for importers and exporters to create, track and reconcile global shipments and financial transactions. Users employ traditional letters of credit of credit and collections as well as supply chain transactions.
- Wrote and voiced scripts for online Flash tutorials. The tutorials instruct users on topics specific to the application as well as general business concepts related to global trade.
- Designed and developed help system to deliver user manuals, help files and Flash tutorials to users. The help system integrated each type of user documentation into one central location. The help system is context sensitive and allowed users to get help quickly and easily. Wrote Javascript code to implement context sensitive help.
- Wrote test plan and test scripts for the business and technical implementation of the help system. Tracked requests in Test Director.

EDUCATION

B.A. Professional Writing, Purdue University, West Lafayette, Indiana, USA.