

## Bob Murray

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### SUMMARY

Highly accomplished **Technical Writer** and **Manager** in the high technology space. Excellent writer with an unusual ability to rapidly understand deeply technical subject matter and shape content to explain it in clear, understandable language. Strong leader with a proven ability to work in fast-paced, complex engineering environments with cross-functional teams (Engineering, Product Management, Field Applications Engineers) to plan, develop and deliver software and hardware documentation for developer and end-user audiences. Expert in multiple documentation tools. Highly skilled in the use of leading edge technologies to develop state of the art documentation at lower cost.

### PROFESSIONAL EXPERIENCE

**PHEMI Systems (Contract)**, Vancouver, British Columbia

**January - February 2017**

- Developed a software user manual for a medical application of the PHEMI Central big data warehouse

**PMC-Sierra**, Burnaby, British Columbia

**2000 - 2016**

**Senior Manager, Technical Communication** (2010 – 2016)

Reporting to the Vice President, Corporate and Business Development, successfully and substantively supported technical documentation strategy and development for a \$500 Million global enterprise with 5 people. (Over time, the number of resources in the department decreased while the number of deliverables continued to increase.) Demonstrated strong people leadership, technical and communication skills to ensure high quality documentation output.

- Effectively planned, project managed and delivered documentation suites for many product families, consistently meeting aggressive deadlines for a huge volume of deliverables
- Wrote, edited and published a broad range of publications for many products, including Data Sheets, User Manuals, Programmer Manuals, API Reference Guides, White Papers, Strategy Papers, Product Briefs, Release Notes and Errata
- Managed global support for customer documentation deliverables, coordinating with all BUs to align resource allocation with corporate priorities
- Introduced a Component Content Management System and DITA XML authoring for development of technical documentation, resulting in huge efficiency gains at very low cost. The system enables collaborative authoring across large, multisite engineering teams, filtering for different audience and product profiles, multi-channel content delivery (PDF, HTML/Eclipse Infocenter, Embedded Javahelp etc), and highly efficient translation management to multiple languages.
- Established standards, processes and TechCom role for solution documentation including large software component, providing critical support for a move into a major new market

- Integrated documentation from multiple acquisitions (Adaptec, Maxim Storage Business, IDT Flash Controller Business, HP Storage Business, Wintegra), including branding, tools/format transitions and ongoing support, with minimal disruption to ongoing business and more efficient development of better quality documentation

**Manager, Technical Communication (2000 – 2010)**

- Established the Technical Communication group and job function during a period of tremendous corporate growth
- Hired and mentored writers and software developers, coaching and encouraging their skills and professional development
- Defined standard corporate product collateral suite (technical documentation, marketing materials etc.), providing an efficient, consistent blueprint to assist Marketing with Take-to-Market planning and execution
- Redesigned technical documentation suite and provided standard templates for all classes of internal and external technical documentation, enabling development of complete, accurate, relevant documentation with clear target audience and purpose
- Key player in definition of an internally built document management system which enabled rigorous, efficient, ISO-compliant internal access, security, sign-off and customer release processes
- Managed and served as lead editor for global white paper program (working closely with subject matter experts), helping PMC to establish thought leadership and articulate value propositions for many product families
- Managed global corporate trademark portfolio. Established policy, working with Corporate Counsel. Coordinated with BUs, Corporate Marketing and Counsel to establish corporate branding hierarchy and priorities, establish key corporate brands and trademarks, execute global trademark registrations, and legally defend trademarks as required.
- Initiated a single sourcing project that enabled Product Development to generate design files, test/validation files and PDF/HTML documentation from a single golden source (for the semiconductor registers). The resulting system became a corporate standard design tool which provided mass efficiencies.

**Newbridge Networks**, Ottawa, Ontario

**1990 - 2000**

Manager, Technical Communication (1996 – 2000)

Leader, Technical Communication (1994 – 1996)

Technical Writer (1990 – 1994)

**EDUCATION / RELEVANT COURSEWORK**

BA, University of British Columbia

Executive Management Certificate, SFU

Various corporate training programs including ISO Certification and Management/Leadership programs