Edward McHam

Senior Technical Writer

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- 12 years of experience writing and editing user guides, developing online help, and content reuse.
- 15 years of web development, including responsive design, content management systems, UI localization, and project documentation.
- Numerous desktop publishing, documentation, and web design projects in dozens of European and Asian languages.

WORK EXPERIENCE

SteelCloud, LLC • Ashburn, VA • 02/2023 - Present

Automating policy compliance, configuration control, and cloud security for government organizations, federal contractors, large corporations, and technology vendors since 2010. SteelCloud's ConfigOS MPO reduces hardening time by over 90% and can remediate STIG/CIS issues in an hour or less.

Technical Writer • Full-time

- Wrote user guides for ConfigOS MPO, which enables RMF closed-loop STIG/CIS compliance by managing complex policies and slow connections for large-scale network environments.
- Converted PDF user guides into Markdown help topics for SteelCloud's customers, support, training, and development teams. Reduced total documentation file size by 97%.
- Documented UI designs using Balsamiq Wireframes and Confluence. Linked documents with product requirements in Jira, improving development and support team collaboration.
- Proposed UI enhancements for ConfigOS MPO suite using Balsamiq Wireframes and Jira.

Baxter International • Remote • 06/2022 - 02/2023

Contract Technical Writer • Full-time

- Streamlined IFU maintenance for medical devices in up to 24 languages by collaborating with a distributed Technical Communication team using Adobe FrameMaker.
- Used Oxygen XML to improve IFU content reuse, supporting efficient IFU development and compliance with submission requirements.

SKILLS

Technical Writing

Access
Adobe Acrobat
Adobe FrameMaker
Balsamiq Wireframes
Confluence
Content Reuse
JIRA
Markdown
Oxygen XML
SharePoint
Visio

Web Development

CSS3
Drupal
HTML5
JavaScript
jQuery
JSON
LESS
Localization
SASS
SharePoint
SQL
WordPress
YAML

Graphic Design

Adobe Creative Suite
Adobe Photoshop
GIMP

Internet Publishing Service • Leipzig, Germany / Waxhaw, NC • 01/2018 - 02/2021

Provides software and hosting services to facilitate building multilingual websites and mobile apps, thereby enabling free digital access to literacy, cultural, and spiritual content for language communities worldwide.

Web Developer / Technical Writer • Full-time

- Collaborated on Drupal themes and modules reporting website status and modifying language configuration UI. Localized admin themes in English, German, Russian, and Farsi.
- Created documentation for integrating color settings and previews in custom Drupal 8/9 themes, enhancing visual appeal and functionality.
- Mentored colleagues on adding color settings to custom Drupal 8/9 themes, making them more visually appealing and customizable.

Non-Roman Script Initiative (NRSI) • Dallas, TX • 06/2015 - 10/2017

Researches all language writing systems worldwide and develops software technologies to support them, including keyboarding and data entry, text encoding, linguistic analysis, rendering, and publishing.

Web Developer • Full-time

- Managed WordPress product websites for proprietary font packages and software, introducing new users to well-established products.
- Documented for colleagues how to use custom WordPress shortcodes when writing product website content.

VOLUNTEERING & LEADERSHIP

New Life Church

Assistant ESL Instructor • Sterling, VA

Primary emphasis on Russian and Ukrainian-speaking adults.

EDUCATION

B.Sc. in **Computer Information Systems**

East Texas Baptist University

PUBLICATIONS

About the Wildfire Infrastructure
https://bit.ly/3WqRlui

Building a Fresh Wildfire Localhost
https://bit.ly/3w7TX5L

Integrating Color Settings and Previews with Custom Drupal 8 & 9 Themes
https://bit.ly/3Qui3yp

HNTC Website Manual
https://bit.ly/4aPlSFr

PROJECTS

Wildfire Claro Admin Theme
https://emcham.io/wildfire-admin-claro-theme/

WordPress Arabic Calligraphy CSS Short Code
https://emcham.io/wp-css-arabic

DEMO: Alkalami font
(https://+00bit.ly/3UmXvcm)

NRSI Demo Playlist

https://emcham.io/in-house-mobile-video-playlist

DEMO: Responsive playlist
(https://emcham.io/portfolio/nrsi)

YouTube: https://bit.ly/3UHnfBD