Phil Miotto

Technical Writer and Editor

Portland, OR

Portfolio

philmiotto.com

Contact

philmiotto@gmail.com
503-809-1525

Education

MS Geography, University of Oregon, Eugene, OR
BS Geography, University of Oregon, Eugene, OR
BA English Literature, University of California, San Diego, CA

Certifications

Technical Writer
Oregon State University
October 2022

ArcGIS Developer Associate
Esri
May 2011

Summary

Certified technical writer with over 12 years of experience authoring and editing multiple types of documentation, as well as several years' experience copywriting. Experienced utilizing the iterative approach working in an agile scrum environment. I believe any problem can be solved with good communication and teamwork. My communication skills, dedication, and desire to learn make me a great team player, and I am also confident doing self-directed work.

Work History

Technical Writer and Editor • Freelance
Portland, OR
2021 - Present
Technical writer and editor with extensive experience creating and editing both internal and user-facing content. Area of expertise includes document design and review. Author of multiple types of documentation, including procedural documents, owner's manuals, How To, Problem Solving and FAQ's. Universal accessibility and UX design are a primary focus. Practiced in web site design and creation. Extensive knowledge of, and experience with Microsoft Office, Adobe Acrobat, and WordPress.

Self-Employed • Owner/Operator/Manager • Silva Café
Portland, OR
2014 - 2021
Performed daily business operations, including accounting, inventory, customer service and customer interactions, advertisement, management, and social media operations. Designed and authored the business web site, wrote for social media accounts, public communication, and advertisements.

Volunteer • Assistant GIS Instructor • Portland State University and Portland Community College • Portland, OR
2012-2013
Assisted the primary instructor teaching Visual Image Analysis and GIS courses at both the graduate and undergraduate levels. Assisted students with the use of ArcGIS software as it pertained to GIS and image analysis. Provided general assistance with image analysis and GIS theory and practice.

Key Skills

Technical Writing
Technical Editing
Document Design
Communication
Collaboration
Problem Solving
Analysis
Research

Senior Analyst • Developer Support • Esri

Redlands, CA
2005-2012
Provided professional, developer-level technical support to the Esri User Community, International Distributors, and Esri Professional Services employees. Assisted with the customization of Esri software products, and developed and wrote custom, standalone applications and code samples utilizing agile scrum methodology. Technical Writer, Editor, and Copy Editor for internal and external technical documentation. Collaborated on the creation of the ArcGIS Desktop Developer Certification test as a subject matter expert (SME).

Senior Analyst • Technical Support • Esri

Redlands, CA
2001 - 2005
Worked with the Esri user community to solve technical coding and software problems quickly and effectively. Subject matter expert (SME) in ArcObjects, and Cartographic Projections, with a secondary focus on Python scripting for Esri software. Determined or recommended software changes through collaboration with development, and ran iterative testing to evaluate potential solutions to relevant problems. Technical Writer, Editor, and Copy Editor of internal and external software documentation. Trained new employees.

References

Available upon request