Brett Fletcher

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About

I'm an experienced technical communicator and people manager with over 15 years of expertise, equally at ease in both leadership and individual contributor roles. I specialise in distilling complex topics into clear, concise content that serves a wide range of audiences. I am adept at creating user-friendly, accessible documentation using tools such as Confluence, Paligo and Python to streamline processes and deliver high-quality results.

Work Experience

One Network Enterprises   London, UK
Lead Content Developer and Team Manager   Jan '16 - Present

- Built and led a documentation department from the ground up, growing the team to eight technical writers and overseeing recruitment, training, and resource development to refine documentation quality and streamline processes.
- Achieved a 25% increase in operational efficiency by orchestrating the configuration and implementation of authoring and content management systems, including adopting CCMS platforms like Paligo and Confluence, which enhanced content management capabilities through content reuse and process improvements.
- Decreased content maintenance overhead in the video content creation process by 35% with the latest technology tools, such as ChatGPT, Grammarly, Descript, and Eleven Labs.
- Established communication channels across multiple departments, such as QA, customer support, and marketing, resulting in a 15% increase in content utilization across verticals and a 10% reduction in support queries.
- Revised documentation processes to adhere to quality and regulatory requirements, including industry standards.
- Drove the adoption of a ticketing system to facilitate workload management and increase planning efficiency.

One Network Enterprises   Dallas, TX
Principal Technical Communicator   Jan '14 - Jan '16

- Led end-to-end ownership of over 30 technical documents for fourteen different products at a global SaaS company specializing in supply chain and logistics products.
- Implemented a documentation tracking system to track workloads and assist in planning for future projects.
- Established collaboration policies between development and documentation teams, fostering cooperation and boosting workflow efficiency.
- Introduced a new writing system to streamline and simplify the document production process to optimize content delivery.

AT&T   Plano, TX
Technical Writer   Aug '13 - Feb '14

- Worked closely with engineers and SMEs to create user guides, administrator guides, quick-start guides, release notes, service bulletins and compatibility matrices.
- Maintained product documentation for the Toggle project.
- Developed document styles and style guides for the department documentation team.
- Edited end-user documentation.

Cisco Systems   Richardson, TX
Technical Writer   Feb '10 - Mar '13

- Oversaw the company-wide repository for critical documentation defects, improving issue tracking and resolution efficiency by 10%.

- Worked closely with engineering teams throughout product development and revision cycles, enhancing procedures and documentation clarity.
- Composed hardware and software configuration, installation, and troubleshooting guides.
- Processed and incorporated customer comments and feedback to improve documentation.

Education

University of North Texas
Bachelor's Degree | Bachelor's Degree B.A. in English - Technical Writing

Brookhaven Community College
Certificate | Computer Science & Programming

Skills

Tools and Software: Paligo · Python · MadCap Flare · Generative AI · AI tools · Confluence · Jira · SnagIt · Camtasia · HTML · XML · ElevenLabs · CSS

Documentation: SaaS Product Documentation · Enterprise SaaS · Product Release Notes · User Guides · Product Documentation · Troubleshooting Guides · API guides

Content Management: Content Management · Documentation Maintenance · Documentation Planning · Multi-Channel Documentation · Document Version Control Strategies · Stakeholder Management · Editing · Content Strategy · Digital Content · Agile · Cloudflare · WordPress