

# Kevin McGowan

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## Profile

I am an experienced **Content Strategist, Project Manager, Writer, and Facilitator**. My goal is to help you develop more efficient processes and to produce world-class documentation and training content.

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## Areas of Expertise

- Project Management
  - Technical Documentation
  - Instructional Design, eLearning, Multimedia
  - People Leadership
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## Selected Achievements

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### *Project Management*

I have been managing successful projects and teams for 15 years. My experience varies from handling large projects like a SharePoint implementation, to smaller project like video and eLearning production.

- Consulting on many small projects for different clients. Currently balancing several part-time contracts: working as a **Client Project Manager** at ShoutEx, **Publications Manager** at Zavango, and as an **Instructional Designer** and **Course Facilitator** at Algonquin College.
- Led redevelopment of the corporate website (public and private) at the National Judicial Institute (NJI). Engaged external consultants and maintained excellent client relationships. Controlled budget, contracts, and all communication between all stakeholders. Delivered project on time and under budget.
- Initiated, planned and delivered a large Information Management project at NJI. Performed thorough business analysis to understand pain points, to set goals and determine success factors. Led large cross-functional team to deliver a customized SharePoint solution.
- Managed the corporate Project Management Office (PMO) at NJI. Monitored progress on all projects in the organization through our project committee. This led to greater understanding and cooperation across all groups.
- Evaluated the publication process for large legal reference documents. Identified inefficiencies with existing process, then recommended and developed a new system. Reduced production time from six weeks to two days.
- Consolidated and improved access to internal video library database. Introduced standard naming conventions and improved data-gathering processes. Reduced average time to find video content, and exceeded client expectations.
- Led a team of trainers to develop a package of 50 video tutorials and printed guides for the courts of Ontario. Trained the team on tools and processes, and delivered the project on time and under budget.

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## ***Technical Documentation***

I began working as a technical writer at Nortel in 1995, and have developed much expertise over the years. I have written 5000-page documents for telecom switches, and quick tutorials for Federal Judges to learn the basics of Microsoft Word. I have led many projects as a sole contributor, and as a team leader and manager. I also facilitate courses in the Algonquin College Technical Writing program.

- Created a new system of developing documentation for the Computer Training Program at NJI. By introducing new technology and processes to the team, I decreased delivery time for personalized learning materials, reducing the time spent from days to minutes.
- Converted old system of non-standardized Word documents to a clean, professional documentation at Eedo. Documentation updates took considerably less time, and could be delivered to clients quickly within hours.
- Implemented new and highly efficient tools and processes for the publication of many documents at NJI, including Electronic Bench Books and electronic newsletters (e-Letters). Reduced production time by 75%.
- Developed scripts to automate publishing process at Klocwork with their Content Management System, AuthorIT. Decreased final publication time by 80%.

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## ***Instructional Design, eLearning, and Multimedia***

I have a passion for learning, as well as multimedia and audio production. I have designed courses for delivery at Algonquin College, and have facilitated those courses for many years. I have developed video tutorials for the Canadian judiciary, radio documentaries, and many popular arts-based podcast series.

- Designed courses for the Algonquin College online Technical Writing program, working with a team of professional technical communicators. Responsible for three courses, and shared responsibility for overall program and content quality with the team.
- Redesigned the Virtual Assistant program (Algonquin College, online) to ensure quality learning and student satisfaction. Facilitated this program for one year.
- Initiated a new video series of “Computer Tips & Tricks” at NJI. Developed material in both official languages, and launched it in September 2015.
- Wrote and produced a successful documentary for CBC Radio. This involved research, writing, interviewing, recording, editing, and production. The final product was broadcast in September 2011.
- Developed several podcast series (arts-based) for websites such as the Ottawa Citizen and Rabble.ca.

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## ***People Leadership***

I was a people manager at National Judicial Institute, but have led teams and projects for many years previous to that. I have coached and trained staff, organized teambuilding events, and done formal performance reviews (including performance improvement plans).

- Conducted formal (and informal) performance management, including performance improvement plans. This resulted in a more efficient and engaged team, with clear performance indicators and behavioral expectations.
- Coached on new publishing tools and technologies, leading to innovative publishing approaches and new products.

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- Led cross-training initiatives, leading to greater efficiency and higher employee satisfaction.
- Developed training plan at Tellabs for junior technical writers to help them understand the basics of telephony and the telecom industry.

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## Professional Background

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### ***Kevin McGowan Consulting (January 2009–present)***

I consult with small companies to manage projects, and to improve their documentation and learning materials. Currently, I am working with ShoutEx as a **Client Project Manager**, and with Zavango as their **Publications Manager**.

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### ***Algonquin College (September 2009–present)***

Algonquin College is a community-based college in Ottawa, Ontario. I was invited to join the **Advisory Board** for their Technical Writing program in 2009. From there, I became an **Instructional Designer** for their online programs, and also a **Facilitator**.

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### ***National Judicial Institute (May 2008–September 2015)***

The National Judicial Institute is a not-for-profit organization focused on providing professional development to the Canadian judiciary. I started there as a **Senior Technical Writer** in 2008, and was promoted to the role of **Manager of Electronic Resources and Information** in 2010. While at NJI, I managed a team of 4 people, and led many internal projects (e.g. SharePoint, MURA-based new website).

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### ***Eedo (March 2007–May 2008)***

Eedo was a leading developer of eLearning software, and has since been acquired by IBM. For 18 months I was their **Senior Technical Writer**. I led several initiatives there, including moving the document suite to FrameMaker/DITA. I did further consulting work for Eedo after my departure.

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### ***Klocwork (August 2006–March 2007)***

Klocwork is a leader in the world of code-analysis. I spent 6 months there as a **Senior Technical Writer**, and developed an entirely new publication process based on their chosen tool, AuthorIT. I streamlined the process by creating scripts to automate publication, saving countless hours of human effort.

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### ***Hewlett-Packard (July 1999–August 2006)***

Originally a small high technology start-up called Loran, we developed a popular Network Management Tool (then acquired by Peregrine Systems, and then by Hewlett-Packard). For several years, I worked as a **Technical Writer** developing multiple releases for their products, including paper-based documents (using FrameMaker) and online HTML documentation (using WebWorks Publisher). While there, I chaired a cross-company committee (Peregrine) to develop and maintain documentation standards.

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### ***Tellabs (April 1998–July 1999)***

Tellabs is a highly regarded telecommunications company. I worked there for 15 months and was quickly promoted from Technical Writer to **Lead Technical Writer**. While issuing documentation for several versions of our fiber optic network elements, I also coached junior team members on the basics of telecommunications and led a project to convert our documentation to an SGML-based structured environment.

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## ***Nortel (May 1995–April 1998)***

My first job was at Nortel, about a month after I graduated from the University of Waterloo. In three years, I learned a lot about fiber optic network technology, but also about working life. I developed DocuCom, which was a magazine-style intranet site for documentation teams to share ideas from all over the world. Also, as a **Junior Technical Writer**, I had to work alone to deliver the first version of the SDH X/40 documentation.

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## **Tools and Technologies**

Able to learn new tools quickly and produce quality documents with little formal training. Expert on many authoring software packages, such as:

- Word Processing (FrameMaker, Word, WordPerfect)
  - Content Management Systems (SharePoint, MURA, Wordpress,)
  - Learning Management Systems (Moodle, IBM Kenexa LCMS)
  - eLearning/Multimedia (Captivate, Dreamweaver, Audacity, Adobe Acrobat Pro, PowerPoint)
  - Help Authoring (AuthorIT, Webworks Publisher, Madcap Flare, RoboHelp, Doc-To-Help)
  - Agile Development Planning Tools (Rally, XPlanner)
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## **Education**

**Project Management Professional (PMP)**, (2015, in progress), *Project Management Institute*

**Certificate in Information Management**, 2013, *University of Toronto*

**Certificate in Teaching English as a Second Language (TESL)**, 2007, *Algonquin College*

**Bachelor of Arts English: Rhetoric and Professional Writing**, 1995, *University of Waterloo*

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## **Professional Development**

**Emotional Intelligence**, 2015, *Performance Management Consultants*

**Agile Development and Project Management**, 2015, *International Institute for Learning*

**Performance Management**, 2014, *Performance Management Consultants*

**Performance Leadership**, 2014, *Performance Management Consultants*

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## **Personal**

I am busy with my young family, going to swimming lessons and actively volunteering as a Beaver leader. My hobby is collecting records and old turntables (much to my wife's chagrin).