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| DON A. GLOVER | **Seattle, WA** **(206) 941-9717****corwyn@kolvir.com****www.linkedin.com/in/don-glover/** |

**Technologies Worked With:**

C

C++

C#

VB

Java

BASIC
ASP

HTML

XML

Windows

Unix

Linux

SQL

MS Access

I have completed the **Certificate in Android Application Development** program through the University of Washington Professional Development and Continuing Education.

**WORK EXPERIENCE:**

**Gaia Platform, March 2021 – March 2022**

Position: **Technical Writer**. Writing the initial documentation for the Gaia Platform product. Specified the style guide and documentation source format. Converted existing documentation to Markdown format. Setup the docs repository on GitHub. Setup publishing the pipeline on GitHub.io. Building the technical content using DocFx. Working with the Web Design team to define the Resources experience on [www.gaiaplatform.io](http://www.gaiaplatform.io). Review and rewrite error messages. Minor video editing as needed.

**Design Laboratory (Gaia Platform), December 2020 – February 2021**

Position: **Technical Writer**. Writing content for the Gaia Platform database. Working with samples in declarative C++. Designed and published the documentation website.

**Design Laboratory (Microsoft), October 2019 – June 2020**

Position: **Senior Consultant (Programmer Writer)**. On a managed service assignment at Microsoft. Wrote content for [PlayFab](https://docs.microsoft.com/en-us/gaming/playfab/). Reviewed and merged pull requests to the live repository on GitHub. Redesigned the main PlayFab landing page. Updated outdated documentation and code samples.

**Protiviti Inc (Microsoft), April 2019 – August 2019**

Position: **Programmer Writer**. Writing API reference content for Xbox.

**Motiv Inc (Microsoft), January 2019 – April 2019**

Position: **Associate**. Working on Azure content projects for Microsoft Customer Support Services.

**VentureLoop (Unity Technologies), October 2017 – December 2018**

Position: **Technical Writer**. Writing developer content for the Unity Service. Supporting multiple teams located in Bellevue, Austin, Montreal, Blackfield, and Copenhagen. Features covered include Collaboration, Cloud Build, Bug Reporting, Performance Reporting, Connected Gaming, Package Manager, Templates, the Hub, Cache Server, Addressable Asset System, and Integrations.

**Zensa, LLC (Microsoft), February 2016 – August 2017**

Position: **Technical Content Writer (Programmer Writer)**. Wrote developer content for the next version of **Machine Learning operationalization**. Updated existing v1 operationalization content. Created **REST API** documentation for Azure Resource Manager based APIs. Wrote scripts for how to videos. Wrote sample C# code for articles and to test the REST API calls.

**Prime Team Partners (DocuSign), October 2015 – February 2016**

Position: **Senior Technical Writer**. Updated existing **API** documentation and migrated it to a new platform. Established a style guide for the developer API documentation. Wrote sample C# code to better understand the REST API calls.

**MAQ Consulting (Microsoft), April 2014 – June 2015**

Position: **Programmer Writer**. On assignment at MS OpenTech. Wrote and updated materials for the open source community. Participated in creating the [www.dotnetfoundation.org](http://www.dotnetfoundation.org) website. Set up, configured, and maintained support software such as **Office 365** and **Discourse** forums. Updated the html5 labs website in **Umbraco**. Recorded internal open source talks and edited video for internal distribution.

**Amazon, January 2013 – March 2014**

Position: **Technical Writer**. Wrote developer content for the **Mobile Apps** SDK (Kindle Fire). Wrote sample Java code to better understand the REST API calls and for code snippets in the documentation.

**Microsoft**

**May 2010 – December 2012**

Position: **Programming Writer**.Wrote developer and IT pro documentation for the Microsoft **Windows Azure** platform. Collaborated with the product team to plan the focus and scope of documentation in a dynamic environment. Additional responsibilities included: forming internal and external CABs for the documentation efforts, triaging community feedback, and reviewing sample code.

**April 2007 – April 2010**

Position: **Programming Writer**.Updated and wrote documentation for the Microsoft **CNG** and **Crypto APIs**. I worked with Program Managers to determine documentation priorities and needs. In addition, I responded to customer queries received through several feedback channels, enhancing the documentation, and helping to solve customer issues. Wrote sample Java code to better understand the REST API calls and for code snippets in the documentation.

**June 2005 – April 2007**

Position: **Programming Writer**. Documented the Business Activity Monitoring (BAM) portion of Microsoft’s **BizTalk Server** product, covering all user roles: Business Analyst, IT Professional, and Developer. During this time, I participated in Microsoft’s “Red Team” in which I participated in a “war room” style effort to reduce the number of bugs that had been reported to us by the government’s technical committee.

**Volt (Microsoft), September 2003 – September 2004, January 2005 – June 2005**

Position: **Programmer/Writer**. Wrote documentation for the Accessible Technologies **API** at Microsoft. This included writing sample code in **C#**, reading specifications and source code, as well as working with Program Managers and developers to understand the technology. Wrote sample Java code to better understand the REST API calls and for code snippets in the documentation.

**Redmond Technology (Dexterra), October 2004 – December 2004**

Position: **Programmer/Writer**. Researched and specified the documentation tool for the project. Specified the layout and content for the Dexterra Explorer Developers tool documentation. Wrote the documentation for Dexterra Explorer using **RoboHelp**.

**Edifecs, May 2003 – August 2003**

Position: **Programmer/Writer**. Documented **COM-** and **Java**-based APIs for Edifecs XEngine **EDI** to **XML** validation component.

**Sakson & Taylor (Microsoft), January 2002 – December 2002**

Position: **Programmer/Writer**. Investigated and documented internal protocols and APIs for the Windows XP and Windows 2000 operating systems at Microsoft. The position entailed reading **C** and **C++** code and writing documentation that would enable a third party to code methods to respond to Windows-based clients.

**Independent Contractor, November 2001 – January 2002**

Position: **Programmer**. Rewrote **C** code to convert the API from one model of cash register to a newer model.

**Sakson & Taylor (Microsoft), August 2000 – August 2001**

Position: **Programmer/Writer**. Wrote sample code and reference documentation for the **Microsoft .NET Framework**. Worked closely with the developers to understand the controls and their uses, read the source code for the controls, and wrote **C#** sample code and documentation for the user reference. The position necessitated working under pressure within the deadlines allowed while being flexible enough to work with a changing product.

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**Eaglesoft Corporation, August 1997 – July 2000**

Position: **Software Developer**. Eaglesoft was a provider of warehouse management software. The system consisted of a desktop component, which was written in **Visual Basic**, a hand-held scanner code (Symbol and Intermec) written in **C** and a Microsoft **SQL** data base. Minor components included Windows NT services written in **C/C++** for managing data transfers to the **SQL** database through **TCP/IP**, barcode printing support, and support DLLs. Eaglesoft also provided product- and project-level services to companies such as Hamilton Avnet, USPS, and Boise Cascade, building solutions in **C** and **Visual Basic**. For many of the projects the position entailed onsite customer interaction and management.

**Independent Contractor, December 1992 – July 1997**

Position: **Software Developer**. During this time, I was mainly contracted to Eaglesoft where I helped develop **Visual Basic**–based EDI software by using an **MS Access** database. I developed a DLL and several barcode scanner applications in **C** for Eaglesoft customers such as Intel. I was responsible for setting up and maintaining the corporate web and mail servers. I also contracted for a short project at Microsoft in the ITG group, coding an internal education sign up application in **Visual Basic**.

**Unison Software Group, March 1992 – November 1992**

Position: **Software Developer.** Designed and coded test software for communications equipment in **Visual Basic** and **C**. Designed and implemented a real-time data transfer system in **C** using **TCP/IP** connectivity that used cellular modems to communicate with Sun workstations.

**Volunteer Positions**

**Norwescon, 1979 – 2020**

Position: Various. Norwescon is the Pacific Northwest’s Premier volunteer run Science Fiction and Fantasy convention. Norwescon currently draws 2800 to 3500 attendees each year. Since 1979 I have served a variety of capacities including budget director, vice chair, head of security, and publications director. I am currently the Treasurer for Norwescon 43 which will be held in 2021.

**United States National Karate-do Federation, July 2002 – July 2006**

Position: **Webmaster**. Volunteer. Primary webmaster for the USA-NKF (www.usankf.org). I maintained the site, implemented new features in **HTML** and **ASP**, and was the administrator for both the test platform on Windows 2000 servers.

**Renovation: The 69th World Science Fiction convention, 2009 - 2011**

Position: **Co-Director Events**. The Renovation (renovationsf.org) Events department stage on the major events at the convention such as the masquerade which was presented before 2500 attendees and the Hugo Awards.

**Karate-do Advanced Training Association, 2010 – Present**

Positions: **General Board Member and Treasurer**.

**LinkedIn Recommendations**

**Donna Thomas**

Head of Content Development, Misty Robotics (Former Direct Manager, Amazon)

It's always a gift to have an engineer on a team writing developer docs, and Don was no exception. He dove headfirst into the code and emerged with the insights and clear observations that are invaluable to developers. In addition to being a skilled writer, Don is a passionate developer advocate and dedicated engineering ally who will make both your products and docs better. He's also a unifying force on a team -- bringing folks together with his good cheer and camaraderie. A pleasure to know and recommend.

**Doug Mahugh**

Senior Content Developer, Office DevX Team (Former Direct Manager, Microsoft OpenTech)

Don worked in our MS Open Tech team as a Programming Writer reporting to me in 2014-2015. His responsibilities included development of sample content and documentation for the use of various open source technologies on Windows Azure, hands-on support of web properties based on a CMSs including WordPress, Umbraco, Orchard and SharePoint, and acting as a one-man video recording and production team for internal events.

Don is an experienced and versatile programmer, writer and project manager who was able to dig into the details of projects figure out how to deliver on our goals. Two typical examples were the launch of the .NET Foundation web site (www.dotnetfoundation.org) and the release of Moodle plugins for Office 365. On the .NET Foundation project, Don handled content updates from writing and editing to publication and troubleshooting. For the Moodle plugins, Don quickly ramped up on Moodle, Office 365 and Azure Active Directory configuration and then created and published the installation guides for the plugins. In both cases, he was new to the technologies involved but learned them quickly and made himself our go-to subject matter expert.

When we had a tech related task that nobody knew how to do and needed research, we gave it Don and he got it done, time again. I strongly recommend him for any similar role.

**Daniel Wang**

Principal Development Lead at Microsoft

I worked with Don on Azure SDK documentation. He worked closely on taking our very vague specifications and my verbal feedback into reference documentation that was key to the platform. Working with him was always a pleasant experience as well.

**Elaine Morrison**

Technical Editor for Meteorcomm LLC (Former Direct Manager, Microsoft)

Don was a programming writer on my team for several years at Microsoft. During most of that time, he was responsible for the Cryptography API documentation on MSDN. Don did a great job of gathering information from subject matter experts and distilling it into logical and understandable form.

Don also was valuable to my team. He kept up on the latest trends and was the first to suggest that we establish a Twitter account to inform our users of updates to the documentation.

Don has a curious mind and is always looking for ways to improve the customer relationship and the processes for getting information to customers. He thinks outside of the box. I truly enjoyed working with Don.

**Don Kretz**

President, Eaglesoft Corporation (Former Direct Manager)

Don Glover consistently does a great job of absorbing task requirements and delivering exactly what's needed. Great performance to schedule with no supervision overhead. I recommend without reservation.