

Mike Stover

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Technical Writer | UX Writer | Documentation Manager

For the past 18 years I've been solving problems, designing solutions, smoothing out learning curves and unwrapping scowls. I've created beautiful brochures, elegant help systems and clear, simple documentation and UI text for watches, phones, tablets, televisions and set-top boxes.

Skills: UX messaging | Design analysis and specification authoring
Content strategy | Dialog | Infographics | Character creation
Working with international teams and subject-matter experts
FrameMaker | MS Office | ePublisher | Dreamweaver | HTML | CSS
Acrobat | InDesign | Perforce | JIRA | Photoshop | Agile

Employment history

TiVo, Senior Design Communicator (2015-present)

I convert beautiful designs and around-the-couch brainstorming into specification documents our engineers use to build ever-more amazing ways to enjoy the golden age of television. I'm based in San Jose, CA.

Samsung Research America, Staff Technical Writer (2013-2015)

I worked in the Visual Display User Experience Lab in Mountain View, CA, supporting the designers of the world's best home entertainment products.

My duties included:

- Writing and editing UI text for televisions, large-format displays, Blu-ray players, wireless speakers and related mobile, PC and watch apps.
- Evaluating interaction designs to help identify and eliminate product pain points.
- Working with user experience researchers to create better messaging and more logical task flows.
- Preparing quarterly presentations that keep my team abreast of trends in TV tech and programming.

Corel Corporation, Documentation Manager (2012)

Corel was the world's leading producer of affordable software for digital media enthusiasts. I produced user assistance products and user experience feedback for Corel's Roxio division. Deliverables included Help files, tutorials, readmes, user guides and other materials in print, HTML, PDF, HTMLHelp, WebWorks Help, and Reverb formats. I transitioned to Corel when it bought the Roxio line from Rovi.

Rovi Corporation, Documentation Manager (2010-2012)

Rovi was a major player in the home entertainment space. I joined the company when it purchased Sonic. At Rovi I continued to be responsible for all Roxio documentation and designed a new line of user guides for one of Rovi's most innovative iPhone and Android apps. Roxio's product line included Creator for Windows, Toast for the Mac, and web apps such as www.photoshow.com.

Sonic Solutions, Documentation Manager/Senior Information Designer (2004-2010)

Designed and authored user assistance for Sonic, which shipped upwards of 50 million copies of its photo, audio, and video editing products each year. I joined Sonic when it purchased my group from VERITAS.

VERITAS Software, Technical Writer/Senior Technical Writer (2001-2004)

Created Help products in up to 21 languages from a single set of source files for the desktop products division at VERITAS. Our group was sold to Sonic in 2004.

The Tribune, San Luis Obispo, CA

Senior Staff Writer (1999-2001)

If it happened in San Luis Obispo, I was writing about it. I was also the paper's go-to person for breaking news and major projects. Sensitive stories that needed to be written with grace were frequently assigned to me.

City Editor (1990-1999)

Responsible for all local news production. Supervised up to 20 reporters, editors and support staff. Coached, trained, hired, fired, and conducted regular performance appraisals. Filled in for the editor and editorial page editor when needed. Participated in planning for a new Sunday paper.

Accomplishments

- Implemented an automated custom help delivery system that matches the features described in the documentation to the features included in each customer's version of our software.
- Expert-level knowledge of FrameMaker, ePublisher Designer, Dreamweaver, Photoshop. Extremely well versed in HTML, CSS, RoboHelp, and Flare. Solution-based knowledge of JavaScript.
- Consistently earn "Excellent" job performance rating.
- Graduate of Leadership SLO, a year-long leadership training program organized by the San Luis Obispo Chamber of Commerce.
- Nominated for the Pulitzer Prize for public service journalism.

Awards

- Samsung annual award for team contributions "beyond our expectation."
- Associated Press News Executives Council, 1st place, Public Service Reporting.
- California Newspaper Publishers Association, 1st place, Environmental Reporting.
- Edward J. Meeman Award for Environmental Reporting, Scripps Howard Foundation.
- Maryland State Bar Association Gavel Award for Court Reporting.

Education

University of California, Berkeley

Conservation of Natural Resources, with an emphasis on journalism. B.S.

Northwestern University

Journalism.

Worth noting

- A portfolio of my work as a help author is available at <http://bit.ly/SAooUs>.
- Extremely well versed in documentation localization. Have created and debugged help in up to 21 languages.
- Frequently attend STC and WritersUA conferences for technical writers.
- Excellent research abilities and award-winning photo skills.

Kind words regarding my work

- *It is our pleasure to present you with a spot award recognizing your exceptional contribution toward driving a strong collaborative relationship with Visual Display HQ (in South Korea) that significantly improved the English language TV product.*
— Joyce Eng, former senior director of strategic planning, Samsung
- *Consistently delivers thorough and accurate documentation; always on schedule.*
— Yan Ma, former Corel Corp. translation director
- *I rank Mike in the top 5 percent of professionals I have known during more than 65 years as a newspaper editor, journalism professor at five universities and, for 15 years, writing coach for the Los Angeles Times.*
— Jim Hayes, former professor of journalism, Cal Poly
- *You truly are a great talent and made me much better than I was, which is what a great editor does. I really wanted to say you don't waste time on deadline asking stupid, pointless questions, and "He's funny, too", but didn't know how well that would be received. You're also a terrific writer and investigator in your own right.*
— Danna Dykstra Coy, former Tribune investigative reporter
- *Mike is as thorough as they come. He's a quick study and an excellent manager with great people skills. A nimble thinker and problem-solver.*
— Dave Wilcox, web copywriter and former Tribune reporter
- *Mike is one of the most meticulous editors I've ever worked for. He has an eye for detail, the sense of what needs to be in a story or document in order for it to be complete and also interesting. He also has the ability to explain things in a straightforward, down-to-earth way, and a very dry sense of humor. All of that makes him a great team leader.*
— Teresa Mariani Hendrix, former Cal Poly writer and editor