

Anthony Hernandez

Superb and ruthlessly efficient technical/marketing writer, information architect, and illustrator
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Highly skilled technical and marketing writer, information architect, and illustrator with extensive experience producing clear, concise documentation for a wide range of industries that includes technology, aviation, construction, and engineering. Known for creating user-friendly content that includes blogs, manuals, whitepapers, and training guides, often with complex illustrations. Proven ability to manage large-scale documentation projects efficiently with attention to detail. Expertise in working with cross-functional teams to deliver multi-format content from concept to completion.

Core Competencies

- Technical and marketing writing in support of a wider documentation strategy
- Information architecture and content management
- Template design, graphic design, and 2D/3D technical illustration
- Process optimization and workflow Implementation
- Expertise with Adobe Suite, Microsoft Office, and CMS tools

Software

My diverse software expertise includes (but is not limited to):

- **Documentation Tools:** Adobe FrameMaker, Adobe InDesign, Microsoft Office, Visio
- **Illustration & Graphics Software:** Adobe Creative Suite (Photoshop, Illustrator), Rhinoceros 3D
- **Content Management Systems:** Confluence, Freshdesk, Zendesk

Recent Career Experience

Advanced Micro Devices (08/2021-11/2024)

Lead Technical Writer, Datacenter Ecosystem and Application Engineering (DEAE)

- Authored 411 technical and technical marketing documentation projects for AMD EPYC processors, including solution briefs, whitepapers, and developer guides to showcase industry-leading performance and power efficiency.
- Contributed to the rapid dissemination of server solution performance results and best practices by delivering an average of one project every 15 working hours.
- Proactively supported multiple internal and external stakeholders.

Bellwether Coffee, Inc (03/2021 – 07/2021)

Senior Technical Writer

- Created a comprehensive 276-page service manual for a coffee roasting machine in close collaboration with client technicians to enable training service personnel while reducing support overhead.
- Conducted hands-on familiarization at facilities in Berkeley, CA and Denver, CO to ensure accuracy and clarity.
- Developed custom templates, authored content, and created 2D diagrams and exploded 3D images based on customer-supplied CAD models.

Hewlett Packard Enterprise (was BlueData; 11/2013 – 04/2021)

Senior Technical Writer

- Facilitated customer adoption by authoring and maintaining a full documentation suite (installation, user, and administration guides) for multiple versions of the BlueData EPIC Big Data/AI/ML virtualization platform.
- Significantly improved content accessibility and user experience by transitioning documentation from PDF format to CMS-hosted HTML.
- Supported the acquisition process by rebranding from BlueData to HPE Ezmeral and ensuring alignment with new product names and functionality.

RGB Spectrum (10/2019 – 04/2022)

Senior Technical Writer

- Supported RGB Spectrum's customer base by Creating and maintaining multiple user and reference manuals (up to 200+ pages) for high-end audiovisual servers used in sensitive applications (e.g., public safety, defense).
- Redesigned and optimized existing templates for improved readability and consistency.

Oshkosh AeroTech (was JBT LEKTRO; 12/2018 – 06/2020)

Senior Technical Writer

- Developed operation and service manuals for aircraft tug vehicles, leveraging hands-on experience gathered during multiple site visits to the client's facility in Astoria, OR.
- Produced illustrations based on client-supplied 3D models and photos taken during on-site visits to ensure clarity and technical accuracy.

Education

- **Bachelor of Arts, Psychology** — Western Institute for Social Research
- **Associate degree, Commercial Aviation** — College of San Mateo
- **Machinery Technician 'A' School** — United States Coast Guard Reserve
- **Volunteer Firefighter Academy** — California Department of Forestry

Previous Career Experience

- **APROE (06/2018 – 09/2019):** Quick start guides for various shop machinery.
- **Obscura Digital (08/2016 – 55/2019):** User/admin guides for large multimedia installations.
- **AMD (05/2016 – 10/2018):** Datasheets and other collateral for MxGPU virtualization hardware.
- **NVIDIA Corporation (05/2014 – 01/2018):** Case studies, articles, and documentation for GRID and QUADRO Graphics Processing Unit (GPU) virtualization hardware.
- **Western Union (06/2016 – 12/2016):** REST API guide for the WU Connect API.
- **Casa Herrera (08/2016 – 02/2017):** User and repair guides for food-processing equipment.
- **SolarCity (12/2015 – 04/2016):** Install/config/troubleshooting guide for a solar power inverter.
- **Support.com (11/2014 – 05/2016):** User/admin documentation for online tech support application.
- **Avi Networks (06/2014 – 10/2014):** User documentation for a virtualized services platform.
- **Vello Systems (03/2013 – 03/2014):** Hardware, software, and API documentation for Software-Defined Network (SDN) equipment, including writing, editing, and 3D modeling.
- **Giant Creative Strategy (08/2011 – 04/2014):** Business requirements, use cases, test plans, and other documentation for regulated healthcare websites and mobile applications; QA lead.
- **CloudFouria (06/2011 – 12/2011):** Business and product requirement documentation.
- **Zep Solar, Inc (04/2011 – 09/2012):** Solar array installation manuals.
- **Cellphone-Mate (04/2011 – 04/2012):** User guides and 3D renderings for cellular telecom equipment (antennas and amplifiers).
- **FLIR Motion Control Systems (07/2010 – 12/2016):** User and configuration/developer guides for pan/tilt units (movable payload mounts).
- **Unified Color Technologies (12/2009 – 12/2011):** User guides for HDR image applications.
- **Silicon Image (06/2009 – 06/2011):** Whitepapers and other collateral for HD video-related products.

- **EQ2, Inc (10/2009 – 05/2011):** User/administrator guides for equipment tracking/mgmt. application.
- **Jim Britt International (03/2008 – 08/2013):** Web design/coding and online marketing campaigns; product design and editing; video shooting and editing.
- **PVT Solar, Inc. (12/2008 – 10/2009):** Installation manual for a solar energy system.
- **Exponential, Inc. 0(4/2008 – 06/2008):** Designed, implemented, and documented a complete end-to-end product implementation process and workflow using Atlassian Jira.
- **Teradici, Inc. (10/2006 – 03/2008):** Product datasheets and supporting images/diagrams for a remote-computing chipset.
- **SeeControl, Inc. (05/2006 – 02/2008):** User and administrator guides for a web-based inventory management application.
- **SuccessFactors, Inc. (08/2006 – 02/2008):** Documented release and QA processes; created & edited engineering documentation; compiled build metrics, analyzed QA effectiveness. Created and administered Atlassian Jira workflows.
- **Intuit: (12/2005 – 07/2006):** Defined new style guidelines and led a team of 4-5 writers rewriting the online support articles for QuickBooks 2004 – 2006.
- **Sun Power & Geothermal, Inc: (08/2005 – 01/2006):** Installation manuals and marketing collateral for solar power products.
- **Nikota USA (06/2004 – 01/2005):** User and service manuals for power tools, motor vehicles, and other hardware products.
- **DAZ Productions (08/2003 – 03/2005):** User manuals for 3D graphics applications.
- **Automated Power Exchange (07/2003 – 02/2005):** Documented various power scheduling/pollution certificate transfer applications.
- **San Francisco PUC (09/2003 – 11/2003):** Documented the Water Department's Requisition for Purchase Order process.
- **Numerical Technologies (03/2002 – 06/2002 and 02/2003 – 05/2003):** Edited documentation for several sub-wavelength microlithography applications.
- **Curious Labs (10/2000 – 12/2002):** Defined documentation requirements and wrote marketing and user documentation for the 3D design/animation applications. Also worked in technical support, QA, customer service, product management, and loss prevention.
- **TechPlanet (06/2000 – 10/2000):** Training manuals and procedures for service technicians installing VPN and other Internet/networking solutions at client locations.
- **Digital Persona (05/1999 – 10/1999):** White papers, data sheets, user guides, and other internal sales, marketing, and engineering documentation for U are U biometric sensors.

- **eGroups.com (1911/99 – 5/2000):** Defined and implemented documentation processes with full responsibility for all documentation and management of junior staff. I also helped define methods and best practices for creating and managing groups.
- **Paraform (02/1999 – 09/1999):** Draft documentation for 3D rapid-prototyping tools.
- **Vadem (06/1998 – 06/1999):** Managed writers, translators, and other personnel, built a highly efficient pubs team, and defined the documentation processes and requirements. Wrote numerous specifications, test plans and results, end-user documentation, etc.
- **Charles Schwab & Co. (08/1997 – 03/1998):** Authored an original training and orientation guide and many other documents, procedures, spreadsheets, and reports.
- **Phoenix Technology (04/1996 – 09/1996):** Documented the OAK line of BIOS extensions.
- **Trimble Navigation (09/1994 – 03/1995):** Updated a user manual for a marine GPS unit.
- **Aviation Pioneer Flight Services (07/1989 – 07/1992):** Designed & implemented a FAR 141-compliant private pilot training program including content, implementation, and delivery.
- **US Coast Guard Reserve (07/1986 – 07/2000):** Certified marine boat crew engineer.