Ron van de Crommert

Technical Writer / Manager / Content Strategist

ronvdc@outlook.com • 206-852-3399 • Seattle, WA 98105

www.linkedin.com/in/ronvandecrommert/ • www.ronvdc.com

SUMMARY

Accomplished technical communication professional with a strong background and proven track record in technical writing, documentation, content strategy, and localization. Successful people manager, leading international teams of writers in on-site and virtual settings. Excellent communication and analytic skills, with a creative mindset for crafting optimal information solutions for complex systems. Efficient and accurate work style, balancing attention to detail with a focus on the broader picture. Well-versed in tools and technologies such as XML, DITA, HTML, CSS, Markdown, Python, Confluence, GitHub, and others. Strong international orientation with multilingual skills.

PROFESSIONAL EXPERIENCE

Senior Technical Writing Manager   03/2007 – 09/2023
Oracle

- Managed virtual and on-site user assistance (UA) teams of up to 14 writers in the U.S. and India, delivering innovative UA content for Oracle's cloud and on-premise content management products.
- Owned portfolio of 400+ deliverables with a two-week Agile release schedule, including documentation for end-users, admins, DevOps, and developers as well as tutorials, guided tours, APIs, videos, and UX content.
- Created end-to-end content for 60+ deliverables using XML and Markdown, including tutorials, guided tours, conceptual information, developer content, and videos.
- Collaborated with cross-functional teams to drive content strategy and implement effective information solutions.
- Pioneered new docs-as-code authoring process using Markdown and Python scripts, accelerating content creation, publishing, and collaboration by more than 50%.
- Spearheaded localization projects, assisting other Oracle teams with onboarding and problem-solving, both for human and machine translation.

Senior Technical Writer   02/2001 – 03/2007
Stellent / Oracle

- Authored award-winning technical documentation for Stellent's content management software products using Adobe FrameMaker and WebWorks ePublisher.
- Drove localization efforts to create translated versions of the company's software and help content.

SKILLS

- Technical writing
- Content management
- People management
- Docs-as-code
- XML
- Python

- Documentation
- Communication
- Web technologies
- Localization
- HTML/CSS
- Scripting

- Content strategy
- Project management
- Cloud/SaaS
- Translation
- Markdown
- Camtasia

EDUCATION

Radboud University   Nijmegen, The Netherlands
Master's Degree in English Linguistics