

BROCK C. McCLOSKEY

Documentation Engineer | Documentation Operations | Principal Technical Writer

Clayton, NC | Remote

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PROFESSIONAL SUMMARY

I help software companies modernize documentation by building scalable documentation systems that improve customer experience, streamline authoring, and enable teams to do more with less.

Throughout my career, my work has evolved from writing documentation to improving the systems behind it. I've modernized documentation environments, designed reusable content, managed publishing systems, introduced AI-assisted workflows, supported localization, administered Git repositories, and helped documentation teams scale without sacrificing quality.

Some of the projects I've enjoyed most began with documentation that was outdated, inconsistent, incomplete, or difficult to maintain. I enjoy understanding how complex systems work, seeing how the pieces fit together, and organizing information in a way that makes sense.

SELECTED CAREER HIGHLIGHTS

- Support documentation for 6 enterprise software products, including 4 SaaS products, dozens of MadCap Flare projects, multiple HTML5 Help systems, PDF deliverables, and release documentation.
- Built AI-assisted documentation workflows using Azure DevOps and Codex to streamline documentation planning, release notes, and documentation impact analysis.
- Designed a reusable documentation architecture that transformed duplicated information into a maintainable system for both writers and customers.
- Built and maintained documentation infrastructure supporting approximately 20 enterprise software products, including publishing environments, Git repositories, localization workflows, and documentation operations.
- 20+ years of enterprise documentation experience spanning MadCap Flare, FrameMaker, Git, HTML, CSS, Markdown, Azure DevOps, and AI-assisted documentation.

TOOLS & TECHNOLOGIES

Documentation Engineering: MadCap Flare • Information Architecture • Content Reuse • Documentation Operations • Publishing Systems • HTML5 Help • PDF Publishing • Localization • Release Notes

Development Workflow: Git (GitHub, GitLab, Azure DevOps Repos) • Markdown • HTML • CSS • XML

AI: Codex • ChatGPT • AI-assisted Documentation • Documentation Planning • Documentation Impact Analysis

PROFESSIONAL EXPERIENCE

Principal Technical Writer

Trintech (Remote)

Lead documentation for six enterprise software products, including Cadency, Trintech's flagship product. Own documentation strategy and delivery for six enterprise software products, managing dozens of MadCap Flare projects, HTML5 Help systems, PDF outputs, and release documentation as the sole technical writer.

- Maintained documentation delivery for six enterprise software products after the documentation team was reduced from three writers to one by redesigning workflows and integrating AI-assisted processes.
- Partnered with Product Management to redesign Azure DevOps documentation workflows.
- Integrated AI (Codex) into documentation planning, release notes, and documentation impact analysis.
- Lead documentation publishing, MadCap Flare administration, CSS customization, PDF layout design, release documentation, and overall documentation quality.
- Customize responsive HTML5 Help systems and PDF templates to align with product branding.

Senior Technical Writer / Information Architect

Equinix (Remote)

Started as a documentation consultant before becoming the first full-time writer on a newly formed documentation team.

- Designed and maintained enterprise publishing infrastructure supporting approximately 20 products, 15 writers, staging/production environments, Git repositories, and multilingual documentation delivery.
- Established and administered approximately 25 GitHub repositories, developed Git workflows, and trained writers on version control with MadCap Flare.
- Supported documentation operations for approximately 20 enterprise software products and a team that grew to approximately 15 writers.
- Managed localization workflows and multilingual publishing.
- Supported a major redesign of the customer Help experience.

Technical Writer

NextAxiom (Remote)

Modernizing documentation for DWEP (Dynamic Work Execution Platform), a highly configurable platform used to create electronic work instructions, forms, and workflows for regulated industries.

- Modernized an aging documentation system by reducing years of accumulated documentation debt.
- Designed reusable documentation architecture using nearly 100 reusable content snippets that dramatically reduced duplication while simplifying long-term maintenance.
- Established the first GitLab repositories for documentation, introducing version control to the documentation workflow.
- Improved customer usability by replacing centralized property reference pages with context-sensitive widget documentation.
- Rebuilt the Help system so shared product information can be maintained once and reused wherever it appears.

Senior Technical Writer

LexisNexis (Raleigh, NC)

Joined because of MadCap Flare expertise, first as a contractor and later as a full-time Senior Technical Writer supporting enterprise legal software.

- Served as the team's technical resource for advanced MadCap Flare development, publishing, templates, CSS, and troubleshooting.
- Helped establish a newly formed documentation team.
- Developed responsive online Help and PDF documentation while working
- Worked closely with Product Management, Development, QA, and Support.

EARLIER EXPERIENCE

Contract Technical Writer | *ZAP Technology*

Developed enterprise software documentation while becoming the organization's MadCap Flare specialist and technical resource.

Senior Technical Writer | *Red Hat*

Created customer-facing documentation for Red Hat Enterprise Linux in a large-scale enterprise documentation environment.

Technical Communications Specialist | *Geomagic*

Developed documentation for professional 3D scanning and reverse engineering software.

Senior Technical Writer | *Engineous Software / SIMULIA*

Created documentation for iSIGHT, an engineering platform for process integration, simulation automation, and design optimization, while building a strong foundation in technical communication and FrameMaker.

EDUCATION

North Carolina Wesleyan University

Bachelor of Science, Computer Information Systems • Summa Cum Laude

North Carolina State University

Coursework in Aerospace Engineering, History, and Business Management
Member, Sigma Beta Delta Honor Society

RECOGNITION

- HERO Award | *Trintech*
- Employee of the Year | *LexisNexis*