

# Doug Herrington

Houston, TX | (713) 382-9639 | doug.herrington@comcast.net

---

## PROFESSIONAL SUMMARY

Senior technical writer with 20 years of experience across government, cybersecurity, IT software and hardware development, and petroleum industries. Proven ability to manage complex documentation projects independently, adapt writing for diverse audiences, and introduce process improvements that deliver measurable results. Experienced using AI tools to accelerate documentation workflows, build complete software applications from concept to delivery, and produce professional technical deliverables — including installation guides, development logs, and multi-platform build systems.

---

## CORE SKILLS & TOOLS

**Documentation:** Technical writing, user guides, system administration guides, SOPs, training manuals, annual reports, strategic plans, e-learning scripts, run books

**Publishing & Design:** Adobe InDesign (Certified), Microsoft Publisher, Photoshop, Dreamweaver

**Video & eLearning:** Camtasia, Audiate, Captivate, Articulate, Snagit

**Development Tools:** Git, GitHub, Microsoft Visual Studio, Visual Studio Code, Markdown, Obsidian

**Platforms:** Microsoft Word, SharePoint, Microsoft 365, Adobe Acrobat

**AI Tools:** Claude (Anthropic), ChatGPT, Google Gemini, Meta AI — used to accelerate documentation workflows, build complete software applications from concept to delivery, create multi-platform build and packaging systems, and produce professional Word documents, installation guides, and development logs

**Methodologies:** Agile/Scrum environments, SDLC, document lifecycle management, peer review

---

## EMPLOYMENT EXPERIENCE

**Texas Department of Public Safety (DPS)** *June 2025 – February 2026 | Contract*

### **Senior Technical Writer**

- Led development of the IT Division's first annual report, transitioning from basic Word documents to professionally laid-out publications using Microsoft Publisher and Adobe InDesign.
- Wrote and edited a range of documents including monthly reports, cybersecurity incident reports, and divisional strategic plans — adapting tone and complexity for each audience.
- Introduced the use of abstracts in cybersecurity reports to improve readability for senior management.
- Self-managed workload and collaborated proactively with Directors across the IT Division.

**ComTec / Entergy** *January 2025 – May 2025 | Contract*

### **Technical Writer / Document Librarian**

- Worked with senior staff and subject matter experts to create and edit cybersecurity procedures aligned with CIP, SOX, and SaRC standards.
- Managed full document lifecycle including check-out, revision, and publishing workflows.
- Designed a Word style template that standardised and streamlined the creation of departmental procedures.

## **Deloitte — State of Wisconsin** *April 2023 – January 2025*

### **Communications Specialist**

- Provided documentation support for complex IT infrastructure systems, including scripts, executive summaries, and PowerPoint presentations.
- Researched, proposed, and successfully launched an AI initiative using Audiate for training video voiceovers — projected to save the State of Wisconsin **\$150,000 over five years**.
- Produced training videos for State employees using Camtasia and Audiate.
- Developed a custom style guide for the infrastructure team to ensure consistency across all documentation.
- Conducted peer reviews of documentation for clarity, accuracy, and consistency.

## **Shipcom Wireless** *May 2022 – April 2023*

### **Technical Writer**

- Led creation of multiple documentation deliverables under a USMC contract, including a User Guide, System Administration Guide, online help file system, and FAQ files for a custom ERP application.
- Worked closely with software developers throughout the full software development life cycle.
- Became proficient with Git, GitHub, Microsoft Visual Studio, Visual Studio Code, and Adobe Dreamweaver.
- Consistently met tight government contract deadlines in a fast-paced environment.

## **Maricopa County Court System, Arizona** *May 2021 – May 2022*

### **Technical Writer**

- Participated in developing a system-wide disaster recovery and business continuity plan, including scope documents, executive summaries, and run books.
- Collaborated with managers and SMEs across multiple departments to coordinate the full documentation effort.
- Created PowerPoint presentations for senior executive communication.

## **Harris County Appraisal District** *June 2015 – March 2021*

### **Technical Writer**

- Researched, wrote, and edited IT manuals for the GIS department including software guides and complex back-office documentation.
- Designed new document formats and templates in close collaboration with subject matter experts.
- Developed documentation for the legal department and wrote e-learning scripts for Training and Professional Development.
- Regularly edited materials for supervisors and executives to ensure accuracy and clarity.

## **Gyrodata Incorporated** *September 2011 – January 2015*

### **Technical Writer**

- Wrote and maintained user guides, system administration guides, and reference materials for software applications in the petroleum surveying industry.
- Developed curricula and produced over 25 eLearning courses delivered via company intranet using Captivate, Articulate, Camtasia, and Snagit.
- Managed template development to establish company-wide documentation standards.
- Contributed to classroom instruction on hardware and software topics.

---

## EDUCATION

**Carleton University, Ottawa, Ontario** — Master of Journalism *Graduated with High Honours*

**Carleton University, Ottawa, Ontario** — Bachelor of Journalism with Combined Honours in English Literature *Graduated with High Honours*

**Texas A&M University (Commerce)** — Graduate coursework in eLearning *GPA 4.0*

**Adobe** — InDesign Certification *Recently earned*

---

## REFERENCES

Available upon request.