

Scott Gilbertson

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PROFILE

I am a freelance technical writer, editor, and programmer. Clients include Opera Software, Wired.com, Ars Technica, Pioneer, Co-op Credit Union, OCTA, and Boost Mobile, among others. I wrote for Wired.com's Webmonkey.com for 13 years and served as head editor for three. I've been programming and writing about programming and other technical subjects for two decades. Please see my website for examples and recent work: <https://libregraf.net/>

SKILLS

- **Writing** - 20 years experience writing for publishers like Wired, Ars Technica, The Register.co.uk about technical subjects, plus five years experience in technical writing, working on software documentation, API documentation, white papers, user guides, and more.
- **Editing** - Experience editing spelling, grammar, syntax and factual information to establish tone and craft technically accurate articles that grab a reader's interest on the tight deadlines of a hectic newsroom.
- **Research** - Experience quickly getting up to speed on new subjects. Research is an essential skill and important enough that I wrote my own note-taking, outlining web app to make me more productive.

WORK EXPERIENCE

Freelance Technical Writer and Editor

March 2008 – present

Writing software documentation, white papers, user guides, style guides and more

I've worked with dozens of companies, including regular clients like Opera Software, Sifterapp and Wired, to develop software documentation, user guides, white papers, policy guides, tutorials, how-to guides, blog posts, content marketing posts and more.

Technical Writer – Software Documentation

August 2017 – January 2018

Writing documentation and user-oriented tutorials for postmarkapp.com

Wrote and edited software documentation for Postmarkapp.com, including blog posts and how-to articles on transactional email delivery and best practices. Documented and wrote tutorials for Mailbrush software and best practices for troubleshooting email delivery problems in Postmarkapp.com.

Lead Developer/Technical Writer

January 2016 – September 2018

Wrote and documented code (Python/HTML/CSS) for Enterprise Data Resources

Developed Django-based private intranet application for tracking inventory and repair orders from intake to return shipping. Documented code and user workflows for documentation website. Created training videos and screencast tutorials for both employees and customers using inventory system.

Freelance Writer - Journalist

July 1999 – Present

Writing about programming, linux and open source software

I've been reviewing and writing about Linux, web development and open source software for twenty years now, regularly publishing articles in Wired.com, arstechnica.com, theregister.co.uk, and others.

Technical Writer - Documentation

September 2014 – September 2015

Writing documentation and user-oriented tutorials for sifter.com

Planned, wrote, and edited user guides and software documentation for sifter.com issue tracking service. Documented user workflows, created tutorials and how-to articles and blog posts.

Editor-in-Chief, Webmonkey.com

July 1999-May 2013

Writing tutorials, documentation for code libraries

I started contributing tutorials to Wired.com's Webmonkey.com in 1999, became 1 of 3 full time employees in 2005 and served as editor-in-chief from 2010 to 2013. Wrote roughly 3 million words, including how-to guides, code libraries, and web author resources. Built and managed a global team of freelance contributors.

EDUCATION

BA in English

University of Georgia