

Michael Raymond

Professional Writer and Storyteller

7702 10th Avenue NW
Seattle, WA 98117
mraymond22@gmail.com
<https://mraymond.com>

PROFESSIONAL EXPERIENCE

The Walt Disney Company **Seattle, WA**

Apr 2007 – Present
Sr. Writer

Communication and Content Strategy (July 2012 – Present)

- Developed and managed strategic communications plans, tactics, content solutions, and strategies.
- Created customer-focused narratives and collateral that define and enhance the user experience.
- Developed tactical communications content across a variety of channels, including: Online articles, executive newsletters, surveys, video scripts, video interviews, and social business technology postings.
- Developed and drafted executive communication and high-level strategic talking points.
- Used social business technologies and other channels to drive collaborative engagement and exchange information with key stakeholders and across internal communities.

Technical Communication (Apr 2007 – July 2012)

- Developed content solutions, created SharePoint sites, and performed role of content curator.
- Created community online Help environments and content strategies for Disney ad system.
- Developed process workflows, flowcharts, procedures, and developer guides.
- Constructed content storyboards and curriculum material for training collateral and deliverables.
- Gathered metrics for online Help traffic and provided feedback and critical analysis.

Waitakere City Council/Right Hemisphere **Auckland, New Zealand**

Sep 2005 – Oct 2006
Freelance Writer/Consultant

- Developed online end-user system and process documentation for large software implementation.
- Developed online Help and end user documentation for company product lines and deliverables.
- Prepared and maintained product summaries, Getting Started guides, and training material.

Writing Consultant/Independent Contractor **Seattle, WA**

Nov 2002 – Aug 2005
Freelance Writer/Editor

Boeing Corporation ((Sep 2004 – Aug 2005)

- Developed requirements, processes, and content for program documentation and internal websites.
- Developed content, layout, and overall vision for several group and department SharePoint team sites.

Ascentium Corporation (Mar 2004 – Sep 2004)

- Developed technical and marketing collateral, including case studies and other competitive material.
- Performed research and conducted interviews worldwide regarding SharePoint Products and Technologies.

Independent Contractor ((Nov 2002 – Feb 2004)

- Created and developed product documentation and online Help for a medical imaging and device company.

xSides Corporation **Seattle, WA**

May 2000 – Oct 2002
Lead Technical Writer

- Researched, wrote, and edited company manuals, project-specific documents, and white papers.
- Developed end user documentation, including: Tutorials, Quick Start Guides, and Online Help.
- Wrote, edited, and provided support for marketing materials, including: Product summaries, storyboards, press releases, company Style Guide, and document templates.
- Supervised other writers, providing direction and scheduling of all projects and milestones.

Microsoft Corporation & Microsoft Press **Redmond, WA**

Apr 1999 – Mar 2000
Technical Writer

- Developed content for Microsoft Windows websites, including articles and features for Windows users.
- Worked with marketing teams to develop content plans and write product overviews.
- Wrote procedural and creative content (including voice-over narration scripts) for interactive CD-ROM.

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OTHER PROFESSIONAL WRITING EXPERIENCE AND ADVENTURES

Freelance Screenwriter (present-day)

Seattle, WA

- Working as an award-winning Nicholl Fellowship Finalist screenwriter with diverse body of screenwriting work
- Writing and developing original feature-length screenplays, some of which have earned noteworthy distinction

Writing Consultant (1990s)

Melbourne, Australia/Auckland, NZ

- Worked as a writer for a Melbourne-based publication consulting company.
- Won the New Writers Scheme award — as bestowed by the Victorian State Film Office
- Developed film projects, soliciting input from independent film producers and government funding committees

Freelance Writer/Teacher (1990s)

Hong Kong/Europe

- Did freelance writing while travelling and backpacking throughout Europe and Asia for two years
- Taught English and Creative Writing at the K. Chong English Institute in Hong Kong
- Developed an unproduced story/film project for Golden Harvest Film Studios in Hong Kong
- Composed essays and articles on social and political issues in Hong Kong

Part-time Writer (1990s)

San Diego, CA/Los Angeles, CA

- Wrote and developed several unproduced film screenplays in Los Angeles
- Attained a certificate for Writing Short Fiction from the University of California at San Diego — composing a small personal volume of short stories

SCREENWRITING AWARDS AND RECOGNITION

- Finalist — Nicholl Fellowships (*Academy of Motion Picture Arts & Sciences*) (top 10 chosen from 6,000)
- Winner — Austin Film Festival (*Dark Hero Studios Sci-fi Award*)
- Winner — PAGE International Screenwriting Awards (Silver Prize)
- Winner — ScreamFest LA Film Festival and ShriekFest Horror/Sci-fi Film Festival
- Winner — International Family Film Festival
- Honorable Mention — Trackingb Screenplay Contest
- Winner — Seattle International Film Festival (SIFF) (short script “*Safe Passage*” chosen to be produced film)
- Semi-finalist — Walt Disney Studios/ABC Writers Fellowship

SKILLS AND AREAS OF EXPERTISE

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|--------------------------------------|---|
| ▪ Storytelling | ▪ User Experience and Engagement |
| ▪ Technical Communication | ▪ End User/Training documentation |
| ▪ Professional/Content Writing | ▪ Microsoft SharePoint |
| ▪ Content Management and curation | ▪ Adobe Technical Communication Suite 3.0 |
| ▪ Collaboration and Content Strategy | ▪ Help Authoring Tools |
| ▪ Screenwriting and Creative Writing | ▪ Spinning straw into gold |

EDUCATION

Kent State University

Kent, Ohio

Bachelor of Science — Aerospace Technology (Minor: Creative Writing)

Special Training — Private Pilot License

University of California at Los Angeles (UCLA)

Los Angeles, California

Creative Writing and Screenwriting Certificate