

# Michael Raymond

Professional Writer, Technical Communicator, and Storyteller

Seattle, WA

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<https://mraymond.com>

## PROFESSIONAL EXPERIENCE

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### **The Walt Disney Company**

Seattle, WA

**Apr 2007 – Present**

**Sr. Writer**

#### **Communication and Content Strategy** (July 2012 – Present)

- Developed communications plans on programs, services, tools, and policy changes for Disney employees.
- Acted as primary liaison with domestic and international comms partners to ensure messaging alignment.
- Developed tactical communications content across a variety of channels, including: Online articles, executive newsletters, surveys, video scripts, Knowledge Base articles, and social business technology postings.
- Developed, wrote, edited, and distributed senior level executive communications on their behalf.
- Wrote stories for multiple digital platforms and developed end user and tech-to-tech strategic communications and content to support Disney employees.

#### **Technical Communication** (Apr 2007 – July 2012)

- Developed content solutions, created SharePoint sites, and performed role of content curator.
- Created several community online Help environments and content strategies for Disney ad system.
- Developed process workflows, flowcharts, procedures, and API 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

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### **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
- Wrote and maintained company's user manuals, work instructions, and internal procedures
- 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

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- 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
- 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
- Technical Communication
- Professional and Content Writing
- Content Management and curation
- Collaboration and Content Strategy
- Screenwriting and Creative Writing
- User Experience and Engagement
- End User/Training documentation
- Adobe Technical Communication Suite 3.0
- Help Authoring Tools
- Web Tools (e.g. WordPress) and HTML Coding
- Spinning straw into gold

## EDUCATION

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### **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