

Mark Craig

Distinguished Technical Writer

PROFILE

I'm at home on the geeky end of writing about software. I like figuring out how to demonstrate software features and hacking the doc tools, for example. If I hadn't become a writer, I might work in QA or software development.

When working as a manager, I had great people. All success is thanks to them.

EXPERIENCE

Distinguished Technical Writer, ForgeRock; Grenoble, France — 2022–Present
Writing identity management product docs and doc tools.

Director, Engineering, ForgeRock; Grenoble, France — 2011-2022
Created and led product docs at ForgeRock.

Software Dev. Director, Oracle; Grenoble, France — 2010-2011
Managed Directory Services customer eng., performance eng., development projects.

Software Engineering Mgr., Sun Microsystems; Grenoble, France — 2007-2010
Managed engineers and system administrators in the US and France.

Tech. Pubs. Manager, Sun Microsystems; Grenoble, France — 2007
Managed 15 identity management writers worldwide.

Senior Technical Writer, Sun Microsystems; Grenoble, France — 2001-2007

Sun Sigma Project Leader, Sun Microsystems; Grenoble, France — 2001

Technical Writer, Sun Microsystems; Grenoble, France — 1999-2001

Technical Writer, Wincap Software; Grenoble, France — 1997-1999

Chargé de mission, Groupe Primagaz; Paris, France — 1996-1997

EDUCATION

ACCIS (correspondence) — B.S. Computer Science, 2003

Université Marc Bloch, Strasbourg, France — Maîtrise LEA (traduction), 1996

Indiana University, Bloomington, IN, USA — B.S. Math & B.A. German Studies, 1993

TECHNOLOGIES

Antora, AsciiDoc, DocBook, HTML, HTTP, Java, JavaScript, Jenkins, LDAP, Linux/UNIX, Maven, Shell, XML