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PROFILE

Senior technical writer with 9+ years translating complex cloud, API, security, and data-platform concepts into task-focused documentation for developers and enterprise users. Builds docs-as-code programs from discovery through measurement, partners closely with engineering and product, and coaches contributors to write with precision. Known for documentation that shortens integration time, reduces support demand, and helps customers succeed without hand-holding.

38%

FEWER TICKETS

after help-center redesign

52%

FASTER FIRST CALL

through API quickstarts

1,400+

DOCS MIGRATED

to versioned docs as code

4.7/5

CONTENT CSAT

across key product journeys

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DOCUMENTATION CAPABILITIES

Content	API references, tutorials, quickstarts, concepts, admin guides, release notes, migration guides, troubleshooting, in-product copy
Docs as code	Git, GitHub, Markdown, MDX, Docusaurus, MkDocs, Sphinx, OpenAPI, Vale, GitHub Actions, CI/CD, versioning
Technical domains	REST and GraphQL APIs, SDKs, authentication, cloud infrastructure, Kubernetes, observability, data pipelines, security
Research & quality	Audience analysis, SME interviews, content audits, information architecture, usability testing, accessibility, analytics, SEO
Collaboration	Jira, Confluence, Figma, Postman, VS Code, Agile delivery, editorial calendars, style guides, contributor enablement

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PROFESSIONAL EXPERIENCE

- Lead Technical Writer

Northstar Cloud

2022 – Present

Seattle, WA | Remote

 - Own documentation strategy for a developer platform spanning 36 public APIs, six SDKs, CLI tooling, and cloud administration; align roadmaps and release readiness across eight product squads.
 - Rebuilt onboarding around goal-based quickstarts, runnable samples, and progressive disclosure, cutting median time to first successful API call from 46 to 22 minutes.
 - Led migration of 1,400+ pages from a legacy CMS to versioned MDX and Docusaurus; introduced reusable components, redirects, review ownership, and automated link, style, and build checks with no material search-traffic loss.
 - Established documentation quality metrics using search exits, task completion, support-ticket tagging, and page feedback; prioritized 60 high-friction journeys and reduced documentation-related tickets by 38% in two quarters.
 - Partner with security and developer relations on OAuth, webhooks, rate limits, and incident guidance; validate every procedure in clean test environments before publication.
 - Created a contribution model, editorial checklist, and monthly writing clinic used by 70+ engineers; increased engineering-authored draft submissions by 2.4x while maintaining editorial standards.
- Senior Technical Writer

Harbor Data Systems

2019 – 2022

Portland, OR

 - Led documentation for a managed streaming and analytics platform, covering connectors, SQL workflows, role-based access control, deployment, monitoring, and incident recovery.
 - Designed a persona-based information architecture from 28 customer interviews and search-log analysis; improved top-task success from 61% to 84% in moderated usability studies.
 - Worked inside sprint teams to document 40+ releases annually, using documentation plans and launch gates to raise on-time content delivery from 72% to 96%.
 - Authored migration guides and compatibility matrices for a major API version change, helping 93% of active enterprise accounts migrate before end-of-support with no severity-one documentation escalations.
 - Built OpenAPI linting and reference-generation checks into CI, reducing reference defects by 45% and giving engineers actionable feedback before merge.

PROFESSIONAL EXPERIENCE continued

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Technical Writer

Beacon Security Labs

2016 – 2019

San Francisco, CA

- Produced administrator guides, deployment runbooks, API documentation, and security best-practice content for a B2B identity and access-management product.
- Consolidated three disconnected help sites into a structured knowledge base with standardized metadata and navigation, increasing self-service resolution by 29%.
- Turned support cases and field-engineer feedback into troubleshooting decision trees for SAML, SCIM, and directory-sync issues, lowering repeat escalations by 31%.
- Coordinated reviews with engineering, support, legal, and security; maintained traceable approvals for compliance-sensitive claims and time-critical advisories.

Documentation Specialist

CivicWorks Software

2014 – 2016

Sacramento, CA

- Wrote configuration guides, release notes, and contextual help for public-sector workflow software used by more than 120 municipal agencies.
- Introduced templates and a lightweight editorial guide that reduced review cycles by 25% and improved terminology consistency across product, training, and support content.

SELECTED DOCUMENTATION WORK

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Developer Onboarding Journey

API documentation | 2024

Audience: application developers evaluating and integrating Northstar APIs

Designed a start-to-success path combining authentication, a five-minute quickstart, tested code samples, error handling, and production-readiness guidance. Instrumented each step and used funnel data plus interviews to drive monthly improvements; completion rose 34%.

Zero-Downtime API Migration Center

Migration program | 2021

Audience: enterprise architects, engineering leads, and application owners

Created an end-to-end content set with upgrade paths, breaking-change tables, request comparisons, SDK-specific examples, validation checklists, and rollback guidance. The program supported 480+ production integrations through a mandatory major-version upgrade.

Documentation Design System

Content operations | 2020–2024

Audience: writers, engineers, product managers, and support contributors

Defined page patterns, voice principles, terminology, inclusive-language guidance, metadata, component usage, and review standards. Paired the system with Vale rules and pull-request templates, cutting average editorial review time by 37%.

CONTENT LEADERSHIP

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- Facilitate quarterly content-planning workshops that connect customer journeys, product bets, documentation debt, and measurable outcomes.
- Mentor four writers and maintain role expectations, peer-review rotations, onboarding plans, and growth-focused portfolio reviews.
- Present documentation insights to product leadership and turn qualitative feedback, analytics, and support trends into prioritized roadmap proposals.

EDUCATION & CREDENTIALS

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B.A., Technical Communication

University of Washington, Seattle, WA

2014

Certified Professional Technical Communicator (CPTC), Foundation

Society for Technical Communication

2018

Nexa Analytics Certification

Nexa Skillshop

2023

ADDITIONAL

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Speaking: “Measuring Documentation Beyond Page Views,” Write the Docs Portland, 2023 • **Community:** Volunteer documentation mentor for open-source maintainers