Ashley Henry

(she/her)

A technical writer with over 10 years of professional experience. Currently, I serve as the lead technical writer for professional (enterprise) product documentation at Posit (RStudio).

EXPERIENCE

10/2019 - Current	**Lead Technical Writer - Posit (formerly RStudio, PBC)**	Remote

Leadership: Identifies and leads documentation cross-stage projects.
Training: Enforces style guide standards, created and maintains an internal technical writing site, conducts PR and documentation reviews, and promotes documentation as code.
Mentorship: Mentors technical writers and software developers about priorities, documentation best practices, and other process knowledge.
Google SEO & Analytics: Uses Google SEO and Analytics to identify problem areas, analyze our most-searched keywords, improve pages, etc.
Day-to-day: Acts as a documentation liaison, triages documentation requests to the appropriate team, opens GH issues and PR reviews, participates in documentation planning meetings and sprint reviews, maintains the content and UI of docs.posit.co, and acts as the primary POC for enterprise documentation.
Notable: Created an internal technical writing site, redesigned the home page of docs.posit.co, and led all documentation rebranding efforts (RStudio to Posit).

04/2019-10/2019	**Sr. Technical Writer - MetLife *(Contract)***	Remote

Leadership: Analyzed and documented processes to resolve IT Operations incidents and trained other technical writers on SOP best practices.
Collaboration: Collaborated with SMEs to gather details required to complete tasks, facilitated meetings with SMEs to validate SOPs, and participated in final documentation reviews.
Day-to-day: Authored, edited, and reviewed Standard Operating Procedures (SOPs)

11/2017-11/2018	**Lead Technical Writer - Warner Bros. (WB) Games NY *(Contract)***	Troy, NY

Leadership: Participated in technical and design discussions with external developers, served as a strategic partner to speed adoption, ensured best practices during implementation, and standardized the documentation processes across all of our tools and services.
Mentorship: Worked with engineers to define our requirements around documentation and knowledge-sharing tools.
Day-to-day: Actively worked with and ran tests against REST APIs & SDKs and updated our documentation. Served as a member of the QA team and assisted with feature testing for releases.
Notable: Authored the Developer API Getting Started guide.

06/2017-08/2017	**Proposal Writer - nfrastructure - redShift *(Contract)***	Troy, NY

Day-to-day: Authored, updated, and reviewed proposals in response to client's Requests for Proposals (RFPs) and Statements of Work (SOW).

10/2015-04/2017	**Technical Writer - Novetta**	Boston, MA

Leadership: Led all documentation efforts for all major software releases for Ageon 2.2
Communication: Efficiently communicated with my coworkers to obtain technical information across six scrum teams for two products.
Day-to-day: Created, maintained, and published two Online Help sites (administrator

and user) guides for a cutting-edge real-time web application.

Notable: Reduced the Administrator guide by 437 pages without degrading content, enhanced usability for an overall better user experience, and reduced the file size of the document by 10 MB, which diminished Jenkins build time by four minutes.

ADDITIONAL EXPERIENCE

09/2014-10/2015	**Technical Writer - Jacobs**	Hanscom, AFB
06/2013-09/2014	**Time Compliance Technical Writer - Harris**	Hanscom, AFB
01/2013-06/2013	**Systems Administrator - Client Help Desk Technician - Centech**	Hanscom, AFB
05/2011-12/2012	**Petty Officer 3rd Class Information Systems Technician - United States Navy (AD)**	Global

MY TOOLBOX

- Amazon S3
- Confluence
- CSS/HTML
- GitHub
- Google Suite
- Jenkins
- JIRA
- MacOS & Windows
- MadCap Flare
- Markdown
- MkDocs - Material
- Netlify
- Posit (RStudio) Connect
- Quarto
- reStructuredText
- RStudio
- Slack
- Snagit
- Visual Studio Code
- Zendesk

EDUCATION, CERTIFICATIONS, & COMMUNITY SERVICE

- Fitchburg State University, Bachelor of Science in Interdisciplinary Studies:
  - Minor in Communications Media Graphic Design
  - Sigma Sigma Sigma National Sorority
  - Tour Guide and Residential Assistant
- ECHL Adirondack Thunder (NHL NJ Devils Affiliate), Communications Media Internship
- University of British Columbia Sauder School of Business, Marketing 1x Certification
- Codeacademy JavaScript 101
- MindsMapped SDLC Training
- Founder of the Adirondack Thunder Wives fundraising organization and led all fundraising efforts for the 2017-2018 and 2018-2019 seasons:
  - During the 2018-2019 season, raised $7,597.47 for Mission 22 & raised $1000 during the Stick it to Cancer weekend for the CR Wood Cancer Center

KEYS FOR SUCCESSFUL PRODUCT DOCUMENTATION

- Understand and empathize with your audience.
- High-quality and concise content.
- Documentation is a product (docs-as-code) in the SDLC.