Lauren Sice Jestes

5561 E. Gill Pl. Denver, CO 80246

720-373-8867 laurenwalters@hotmail.com

Career Summary:

Technical Writer of over 20 years, seeking a challenging position with a customer-centric company that appreciates the value of documentation.

Technical Skills:

•   Worked with the following documentation/documentation related software: MS Office, Adobe FrameMaker, RoboHelp, Acrobat, Subversion SVN and Tortoise, Perforce, WebWorks ePublisher Pro, TestTrackPro, MadCap Flare, SharePoint, Git/GitHub, Sphynx, and oXygen.
•   Worked with the following applications: MS Visio, VMware, JIRA, VSCode, and mobile environments.
o   Novice experience with Dreamweaver (HTML, CSS, PHP, JSS), Photoshop,TFS, Angular, and Episys.
•   Novice experience as a System Administrator. I added required services to IIS6 on a Windows 2012r2 server for the installation of Elasticsearch. Learning how to restart/refresh services, and maintaining the use of this product for Flare output searches.
•   Familiar with documenting: C, COBOL, .NET, UNIX, Linux, Python, Java, API/RESTful API, Perl, AWS products, MS Azure, Kubernetes, Docker, and Kafka.

Key Responsibilities Handled:

● Creating and or updating:
◦ Existing documentation
◦ Product tech notes
◦ API documentation
◦ Release notes
◦ User guides
◦ Readmes
◦ Style guides
● Posting final documentation online for customers.
● Working closely with Product and Project Management, Development, Quality Assurance, and Technical Support to create and maintain accurate and timely documentation.
● The occasional process flows and accompanying documentation.

Personal Details:

● Excellent communication skills.
● Completes assignments in a timely manner.
● Ability to acquire new technical skills easily and quickly.
● Comfortable working on teams of varying sizes. I have been the sole Tech Writer, to one of seven.
● Acted on the following committees: Events and Activities Committee for planning functions (Webroot), Go Green for a more earth-friendly work environment (Webroot), Women's Alliance (StorageTek), and Society of Technical Communications (Webroot, Pitney Bowes, and Accurence).

Education:

B.A. English, Colorado State University, Ft. Collins, CO, 2002

Work History:

Hewlett Packard Enterprise
SRE Technical Writer 07/22 – present
Kubernetes, Docker, GitHub, and AWS services.

MATRIXX Software
Senior Technical Writer 08/21 – 07/22
Kubernetes, Docker, and Kafka.

Wescom Resources Group, LLC
Technical Content Developer – 08/15 – 08/21.
WRG creates and maintains credit union software.

Chipotle
Technical Writer (Contractor, ProKarma) 06/15 – 08/15
Assisted with their Knowledge Base.

Eating Recovery Center
Technical Writer (Contractor, Modis) 04/15 – 05/15

Comcast
Technical Writer (Contractor, TEKsystems) 10/14 – 03/15.
Documentation for an open-source, Content Delivery Network (CDN), including end-user documentation, developer guide, and RESTful API documentation.

Channelinsight (now Model N)
Senior Technical Writer/Editor 03/13 – 10/14.
Channelinsight specializes in channel data tracking software.

Open Technology Solutions (OTS)
Technical Writer 12/12-03/13 (Contractor, Equity Staffing Group).
Documentation for the Operations department, which ran batch processes for credit unions.

Accurence
Technical Writer 10/11-11/12.
Accurence is insurance and roofing software, integrating aerial CADs for faster/ accurate settlement of claims.

Pitney Bowes Business Insight
Technical Writer/Editor II 05/08 – 10/11.
Pitney Bowes Business Insight is a geocoding division of Pitney Bowes, which develops mapping software.

Webroot Software, Inc.
Technical Writer/Editor Threat Research/Engineering Services 11/04 – 5/08.

StorageTek (now Oracle)
Technical Editor 08/04-10/04 (Contractor, Volt).

Jeppesen (now Boeing)
Asst. Copy Editor 04/04- 06/04 (Contractor, in house).

Qwest (now CenturyLink)
Technical Writer/Editor 09/03- 04/04 (Contractor, Sotec Resources, LLC).