

Lauren Jesters  
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## **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.
- 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.
- Comfortable with AI assistance such as Copilot, ChatGPT, Gemini, and Roo Code (in VSCode).

## **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 – 11/25**  
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.

**Accurrence**  
**Technical Writer 10/11-11/12.**  
Accurrence 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).**