

# Mysti Berry

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## SUMMARY

Technical Writer with over 15 years of experience documenting SaaS and cloud platforms, specializing in API documentation and content strategy. Proven ability to translate complex features into clear how-to guides, tutorials, and release notes using XML/DITA and Git workflows. Led cross-functional teams to streamline processes, reduce backlog by 40%, and enhance developer onboarding.

## SKILLS

- **Documentation Standards:** XML/DITA, Markdown, AsciiDoc, Docs-as-Code, OpenAPI
- **Documentation Tools:** Visual Studio Code, Oxygen, IntelliJ, FrameMaker, MadCap Flare, AI (Claude, chatGPT)
- **Writing & Content Strategy:** Content Strategy, Technical Literacy, Visual Communication, Developmental Editing
- **Collaboration & Project Management:** Jira, Confluence, Agile, Teamwork, Leadership
- **Technical & Development Skills:** SQL, Python, Java, Cloud & Infrastructure, Graphs, AI & Data Science, Identity, Security
- **Analytical & Optimization:** Critical Thinking, Time Management, SEO & Analytics

## EXPERIENCE

### Self-employed

*Technical Writer, Editor*

**Current**

*San Francisco*

- Developmental edits, copyedits, and ePub formatting for fiction clients
- Technical editing for non-fiction authors
- Contract technical writer

### CrowdStrike

*Technical Writer III*

**Apr 2024 - Sep 2025**

*San Francisco*

- Authored documentation for security products (Java, Python) with embedded AI (EASM, Charlotte)
- Experienced user of docs-as-code workflow with Git source control
- Word List group and AI Tiger team participant
- Reviewed UI text and performed daily peer reviews for a large team
- Mentored writers on concision, linguistic best practices
- Converted 100% of existing EASM doc to specialized DITA topics
- Restructured and corrected EASM API content
- Led a team to improve a landing page using visual communication principles
- Gave presentations about writing: voice, POV, user-centric writing, avoiding garden paths, and more

### mParticle

*Principal Technical Writer*

**Jul 2021 - Jan 2024**

*San Francisco*

- Wrote documentation supporting cloud & infrastructure features (Java, Python) across four scrum teams
- Managed one writer supporting four scrum teams, and coordinated non-writer contributions
- Reviewed UI text and provided editorial support for other content writing groups
- Guided product content efforts toward better quality, efficiency, and case deflection with SEO & analytics
- Implemented AI-aided release notes by leveraging AI techniques to streamline updates
- Reduced doc debt (backlog) by 40% in 12 months
- Redesigned the developer landing page
- Created a style guide in collaboration with the marketing writer

### MuleSoft (Salesforce)

*Principal Technical Writer*

**Jun 2018 - Jun 2021**

*San Francisco*

- Created all product content and reviewed or wrote the UI text for v1 of MuleSoft Composer for Salesforce
- Shaped vision for MuleSoft doc team (content-related initiatives)
- Drove the new landing page project and started the Release Notes 2.0 project
- Translation project manager (1 language)
- Created and built a Twitter presence for @MuleSoftDocs

### Okta

*Principal Technical Writer*

**Feb 2016 - May 2018**

*San Francisco*

- Wrote API and other developer documentation for IAM products (Java, SQL)
- Embedded with the Developer Experience team
- Designed the release note format that is still in use

### Salesforce

*Principal Technical Writer*

**Oct 2006 - Jan 2016**

*San Francisco*

- First dedicated API writer (Java, SQL) and wrote the first internal architecture documentation
- Used data science to improve discoverability
- Drove a 50-member project to fix link issues

## EDUCATION

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### UC Santa Cruz

*BA, Linguistics*

### University of San Francisco

*MFA, Writing*

### Continuing education

Courses in Salesforce Trailhead, Python, Java, Japanese, networks, advanced HTML/JavaScript, XSLT, Apex, casino operations, and forensic accounting

## CERTIFICATIONS

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- UC Berkeley School of Information certificate, Data Science
- UCLA professional certificate, Screenwriting

## AWARDS & JUDGING

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- Winner, STC 2010 SOAP API Guide
- Winner, STC 2008 competition, three Merit awards including API Developer Guide
- Winner, STC 2002 installation guide
- STC head judge 1994
- STC judge 2010, 2011, 2012

## Engagements

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- Speaker at WritersUA, LavaCon, and CIDM Best Practices conferences
- Speaker at STC San Francisco, Berkeley, and North Bay chapters
- Speaker at multiple crime fiction conferences
- UC Berkeley Extension instructor for beginning FrameMaker class 2008 and 2011