Mysti Berry

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OBJECTIVE

Principal Technical Writer with over twenty years of experience developing and managing knowledge bases for SaaS products. Skilled in XML/DITA, API documentation, content strategy, and CMS publishing, with a track record of streamlining documentation processes and enhancing user guidance. Led cross-functional collaborations to launch and maintain robust product documentation and reduce documentation debt, and mentored writers at all levels.

SKILLS

- **Documentation Tools**: XML/DITA, Confluence, Jira, CMS, AI
- **Content Strategy & Architecture**: content strategy, information architecture, editing
- **Process & Project Management**: Agile, process improvement, time management
- **Leadership & Collaboration**: leadership, teamwork, critical thinking
- **Technical Skills**: Java and Python familiarity, SQL, workflows, data integration, AI prompts, cybersecurity

EXPERIENCE

CrowdStrike · Apr 2024 - Sep 2025
Technical Writer III — *San Francisco*

- Falcon EASM (external attack surface management) and Charlotte AI product documentation, including API
- Word List group and AI Tiger team participant
- Performed developmental editing, copy editing, and peer reviews of UI text for a large team
- Mentored writers regarding concision, linguistic-related issues, and using Git from the command line
- Converted 100% of existing EASM documentation to specialized DITA topics using XML/DITA standards
- Restructured and corrected EASM API content
- Led a hackathon project to improve the documentation landing page, enhancing information architecture, and presented it to company
- Gave presentations about writing: voice, POV, user-centric writing, avoiding garden paths, and more

mParticle · Jul 2021 - Jan 2024
Principal Technical Writer — *San Francisco*

- Collaborated in an Agile environment to write content supporting four scrum teams
- Managed one writer supporting four scrum teams
- Reviewed UI text and provided editorial support for other content writing groups
- Managed contributions from non-writers across the company using git
- Guided product content efforts toward better quality, efficiency, and case deflection by establishing content strategy standards
- Implemented AI-aided release notes
- Reduced doc debt (backlog) by 40%
- Pushed a hackathon project into a deliverable: redesigned developer landing page
- Restructured and rewrote three large feature areas, adding conceptual content and making tasks explicit
- Implemented a process improvement to enable internal employees to log a documentation bug or submit content directly
- Created a style guide in collaboration with the marketing writer

MuleSoft (Salesforce) · Jun 2018 - Jun 2021
Principal Technical Writer — *San Francisco*

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

Okta · Feb 2016 - May 2018
Principal Technical Writer — *San Francisco*

- Wrote API and other developer documentation
- Embedded with the Developer Experience team
- Designed the release note format that is still in use

Salesforce · Oct 2006 - Jan 2016
Principal Technical Writer — *San Francisco*

- Converted FrameMaker to XML for all Salesforce SOAP APIs, wrote for Rest API and other developer documentation
- Embedded with the Developer Experience team
- Drove a 50-member project to fix link issues

EDUCATION

UC Santa Cruz
BA, Linguistics

University of San Francisco
MFA, Writing

CERTIFICATIONS

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