Vivian Hood

650-283-2602

vivianaclair@yahoo.com

Profile

I create content that that smooths the way for users. I distill technical complexities into a clear, accessible documentation, presented in whatever modality suits your needs, whether that is text, graphics, diagrams, videos, or API references and developer guides.

Experience

Senior Technical Writer, Genesys Cloud Services, Inc. (2005- present)

Created deployment guides, user manuals, help files, integration guides, and videos for a wide range of software types including:

- Traditional servers, UIs, and databases deployed in a customer environment
- Cloud-based services on running on AWS and Azure or deployed in Docker containers and managed using Kubernetes
- Products deployed in a hybrid model, with both on-premises and cloud components.

Working methodologies

- Comfortable with Agile workflows
- Familiar with the use of content management services.
- Experienced in using GitHub, Jenkins pipelines, and a docs-as-code approach to publishing documentation
- Experienced in documenting on a wiki-based documentation platform

Achievements

Created and continue to build the documentation set for a new high-profile product, consisting of two Help files for hybrid deployments (one for customers one for internal users), a Deployment and Operations Guide for hybrid deployments, and a set of user documentation for a cloud-only version of the product with a different user interface, workflow, and functionality. This documentation has received numerous accolades from users.

As products moved from on-premises deployments to a cloud services model with a hybrid option, adapted the documentation to successfully address all possible deployment scenarios.

Liaised effectively with Professional Services and Customer Care to improve documentation quality, resulting in fewer customer contacts and less time required for troubleshooting.

Performed in-depth technical editing of developer documentation, taking loosely-sketched or preliminary drafts from developers and revising for completeness, clarity, and correctness, as well as polishing the structure and style. This project includes collaboration with developers and professional services colleagues who do not normally work directly with a technical writer.

Brought together subject matter expects to review expert-level integration documentation which resulted in a fruitful collaboration and an innovative new solution for a use case critical to important customers.

Technologies and Tools

Wiki markup
Jira
Aha
Markdown
GitHub
SourceTree
Atom
Jenkins
Bitbucket
HTML/CSS
Lucidchart
Camtasia/Snagit
WordPress
FrameMaker
RoboHelp
REST API documentation - Swagger, wiki-based OpenAPI-compliant REST documentation
Postman

Certifications

Scrum Master certification

- Completed the Complete Agile Scrum Fundamentals Course + Certification by Maurizio Rubio, founder of AgileKB

API documentation writing :

- Worked through Tom Johnson's API documentation course (https://idratherbewriting.com/learnapidoc/)
- Took "Learn API Technical Writing: JSON and XML for Writers" and "Learn API Writing 2: REST for Writers" by Peter Gruenbaum, President, SDK Bridge

Portfolio

https://github.com/Vivianblithe/Vivianblithe

Education

A.B. - Mount Holyoke College

M.A., PhD - University of California, Berkeley

References

Available upon request