

# KIMBERLY HOPSON

## TECHNICAL WRITER

A P I - T e c h n i c a l - U I / U X - M a r k e t i n g



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[Github Pages](#)

## TOOLS

- ReadMe
- Linux
- SOAP UI
- Postman
- GitHub
- Stoplight
- Visual Studio Code
- Amazon WorkSpaces
- ZenDesk
- Markdown
- AsciiDoc
- Trello
- Notepad++
- JIRA
- Confluence
- Hugo
- Gatsby
- DITA
- Arbortext Editor
- Oxygen XML Editor
- MadCap Flare
- Salesforce
- Microsoft Suite
- Adobe Suite
- HTML

## EXPERIENCE

### TECHNICAL WRITER

Blackhawk Network | June 2022 – Present

- Composes and maintains API documentation for four separate products.
- Established an 80+ page Sharepoint repository to house user guides and internal documentation.
- Conducts SOAP testing during the documentation creation process.
- Implemented a standardized template for release notes and developed a searchable archive for storage.

### DOCUMENTATION ENGINEER

Lucidworks | December 2020 – June 2022

- Researched and introduced Stoplight software to enhance API documentation.
- Managed releases and corresponding documentation in collaboration with the Fusion development team.
- Updated existing Fusion documentation based on customer and developer feedback.
- Performed documentation site maintenance and resolved associated issues.

### TECHNICAL WRITER

Analytical Graphics, Inc. | May 2020 – September 2020

- Authored help documentation for Systems Tool Kit aerospace software and add-on modules.
- Managed legacy documentation for STK Integration and Radar software.
- Transcribed engineer interviews for improved accessibility.

### TECHNICAL WRITER

VMware – Customer Reliability Engineering | March 2019 – April 2020

- Developed installation guides and release highlights per minor release, with binaries and changelogs per patch release.
- Generated CVE notices for vulnerabilities in upcoming software releases.
- Collaborated with senior technical writer to plan and orchestrate releases, based on upstream schedule.
- Designed templates for proactive campaign communications utilizing Marketing Cloud.

## EDUCATION

### Certification in Technical Writing

Bellevue College of Continuing Education

**October 2015**

### Bachelor of Arts in Journalism

The University of Southern Mississippi

**May 2009**