

KIMBERLY HOPSON

TECHNICAL WRITER

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



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[Github Pages](#)

HOBBIES

- Write the Docs
- Reading
- PC Gaming Enthusiast
- PC Building Enthusiast
- Aerial Sports
- One Wheeling

TOOLS

- GitHub
- Stoplight
- Visual Studio Code
- Markdown
- AsciiDoc
- JIRA
- Confluence
- Hugo Static Sitegen
- Gatsby Static Sitegen
- JavaScript / Python
- DITA
- Arbortext Editor
- Oxygen XML Editor
- MadCap Flare

EXPERIENCE

DOCUMENTATION ENGINEER

Lucidworks | December 2020 – Present

- Researched and introduced Stoplight software to improve API documentation.
- Manages releases and release documentation in conjunction with the Fusion dev team cadence.
- Updates existing Fusion documentation according to customer and developer feedback.
- Performs documentation site maintenance and resolves related issues.

TECHNICAL WRITER

Analytical Graphics, Inc. | May 2020 – September 2020

- Wrote 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 accessibility purposes.

TECHNICAL WRITER

VMware – Customer Reliability Engineering | March 2019 – April 2020

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

SENIOR ANALYST / TECHNICAL WRITER

Dell Boomi | October 2018 – March 2019

- Composed internal customer support documentation and release notes for Master Data Hub product.
- Collaborated with engineering team and project manager to canvass new features with each release cycle.
- Orchestrated weekly writers meetings to discuss major topics and review upcoming content.

EDUCATION

Certification in Technical Writing

Bellevue College of Continuing Education

October 2015

Bachelor of Arts in Journalism

The University of Southern Mississippi

May 2009