

Callie Jones

Senior Technical Writer

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Key Skills

- Writing and editing extensive end-user and internal technical content using DITA, XML, HTML, print, database, and custom publishing tools as well as content management and source code control systems, including Oxygen XML Editor, XMetaL, Arbortext, Doxygen, HTML Help, Adobe RoboHelp, Adobe FrameMaker, Adobe Acrobat, Confluence, Tridion, IXIASOFT, Perforce, and Microsoft Office (Word, Excel, PowerPoint, Project)
- Learning, analyzing, and comprehending complex information to create precise conceptual, task-based, and UI and API reference content (.NET, C/C++, and a proprietary object-oriented graphical programming language)
- Researching, brainstorming, and collaborating to resolve challenges and develop improvements for project, process, and technology issues
- Planning, managing, and implementing multiple major and minor projects efficiently to meet deadlines
- Supporting teams in formal and informal management and leadership roles

Experience

JANUARY 2020 – PRESENT | VISA, INC.

Senior Technical Writer | CURRENT ROLE

- Review business requirements, multi-system conceptual approach, and technical design proposals to document the enhancements and testing requirements for components of the Visa global payments processing network and services for financial institutions, clients, and Visa staff
- Collaborate and consult with systems architects, software engineers, other subject matter experts, project managers, business and product partners, global client services staff, global client testing staff, other technology teams, and peers for content development, review, and approval

APRIL 1997 – DECEMBER 2019 | NATIONAL INSTRUMENTS

Principal Technical Writer | 2015 – 2019

- Proposed and implemented innovative HTML Help solution where none previously existed to improve customer experience
- Initiated creation of content manager role in response to business unit reorganization and to address information delivery needs through entire customer journey, which other business units adopted
- Led department-wide group of senior writers to develop writing resources for producing system-level documentation in addition to product-level documentation
- Continued to deliver high-quality, accurate, and effective content for test and measurement software products, including test management software for semiconductor validation and production test

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Senior Technical Writer, Manager | 2006 – 2014

- Managed all aspects of multiple major test and measurement software documentation releases in Agile development environments, including creating new content sets and completing content analysis and information architecture projects to develop multi-year roadmap of improvements for existing content sets
- Managed 3-5 new and experienced writers through stages of career growth
- Contributed to cross-department and department-wide groups and initiatives to establish documentation strategy, tools, processes, and knowledge sharing

Team Lead, Project Manager | 2003 – 2005

- Managed three senior-level writers and tool developers
- Improved internal documentation, processes, and tools, including coordinating the use of an XML-based solution for efficient and consistent content generation
- Managed multiple project schedules for 8-10 new and experienced writers

Group Manager, Lead Writer | 1999 – 2002

- Managed multiple major test and measurement software documentation releases, implemented major rewrites of content set components, and coordinated creation of HTML Help-based database publishing solution
- Defined restructuring of documentation set to reduce number of printed manuals and to expand content of online help, streamlining content delivery into one cohesive environment and reducing shipping costs for product
- Managed 6-8 new and experienced writers through stages of career growth
- Integrated writers with development teams for improved collaboration
- Functioned as interim lead writer for three additional teams for a year to address staffing gaps

Technical Writer | 1997 – 1998

- Delivered high-quality, accurate, and effective online help and printed/PDF documentation for test and measurement software products

Previous Positions

- Managing editor, writer for monthly high-tech industry magazines
- Writer, editor, photographer for monthly newsletters
- Freelance editor, proofreader for novels, academic journals
- Copy editor for mid-size and small market newspapers

Education

Texas A&M University B.S., Journalism