# Kate Montressor

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## QUALIFICATIONS

Highly credentialed Technical Writer and hands-on Documentation Manager with extensive experience developing and editing technologically-demanding content for print and web, for internal and end-user audiences, across multiple platforms. A veteran leader with 10+ years hiring, training and motivating teams; known for creating and organizing documentation departments and introducing documentation plans. Excels at facilitating productive working relationships with management, engineering personnel, and subordinates. Adept at defining processes and standards, and overseeing complex projects.

## CAREER ACHIEVEMENTS

**Technical Writer:** 10+ years experience as multi-level technical writer, including online and hard-copy documents, online training, software and hardware. Created user guides, getting started guides, APIs & ADKs, knowledge bases, release notes, and videos. Familiar with Android, iOS, and mobile platforms.

**MadCap Flare Certified Advanced Developer:** Experienced in designing and implementing MadCap Flare projects for multiple mediums (such as onscreen or print) and outputs (such as HTML, PDF, or MS Word). Expert at converting projects from MS Word or Adobe FrameMaker to MadCap Flare. Experienced in creating knowledge bases and context help.

**Web Developer:** 10+ years experience as a webmaster/front-end developer, with a comprehensive skill-set from technical programming to creation of original graphics, animations, videos, and text content. Experienced in JavaScript, HTML5, CSS3 and jQuery.

**Manager:** Experienced in managing teams and projects in an Agile environment. Managed remote and local groups/teams. Orchestrated schedules and deliverables, and oversees team output using Rally and Jira.

## SKILLS

*Adobe*
- Acrobat
- Audition
- Brackets
- Captivate
- DreamWeaver
- FrameMaker
- Illustrator
- InDesign
- Lightroom
- Photoshop
- Premiere Pro

*Apple*
- FileMaker Pro
- Final Cut Pro
- KeyNote

- Numbers
- Pages
- QuickTime

*Browsers*
- Chrome
- Firefox
- Internet Explorer
- Safari
- Edge

*MadCap*
- Capture
- Central
- Flare
- Mimic
- Lingo

*Microsoft*
- Word
- PowerPoint
- Excel
- Outlook
- Visio

*Wikis*
- WikiMedia
- Confluence

*Developer*
- CSS3
- HTML5
- JavaScript
- jQuery
- PHP
- Visual BASIC

- Python
- XML

*Versioning*
- CVS
- GitHub
- Perforce
- SVN
- Sharepoint

*Other*
- Google Docs
- MarkDown
- OpenOffice
- RoboHELP
- SnagIT
- Rally
- JIRA

**PROFESSIONAL EXPERIENCE**

EQUINIX, Sunnyvale, CA                                                                                Sep 2019-Present
    *Sr. Technical Writers*
- Developed documents on network products.
- Developed documentation processes for a new team, including doc requests, tracking, implementation, and review.
- Developed style guide and helped team adhere to guidelines.
- Implemented translation technology.
- Imported articles into ServiceNow for search retrieval and support purposes.
- ServiceNow, Jira, Confluence, GitHub, MS365, Miro, Figma, Agile environment.

CENTRIFY CORPORATION, Santa Clara, CA                                                      Nov 2017-Aug 2018
    *Sr. Technical Writer*
- Managed FrameMaker to MadCap Flare conversion project.
- Scripted and automated documentation systems.
- Maintained JIRA projects in Agile environment.

SILVER PEAK SYSTEMS, Santa Clara, CA                                                       Jul 2016-Nov 2017
    *Sr. Technical Writer*
- Revamped documentation set, converting nearly 100 documents from FrameMaker to MadCap Flare.
- Developed SD-WAN Deployment Guide and partner guides for Palo Alto Networks, Zscaler, and other Silver Peak partners.
- Updated and maintained Orchestrator and Appliance Manager guides.

CISCO SYSTEMS, San Jose, CA                                                                       Oct 2014-Jun 2016
    *Sr. Technical Writer*
- Created original documentation on OpenSource Cloud projects in an Agile environment, including User Guides, API Guides, CLI Guides, and Getting Started Guides.
- Maintained department wiki and developed company newsletters.
- Created product training videos for in-house and external users.

FRONTRANGE SOLUTIONS, Milpitas, CA                                                        Nov 2012- Mar 2014
    *Lead Technical Writer*
- Lead, guide, and collaborate with Management and Engineering to establish strategy and direction, schedules, input and deliverables for all technical writing projects (HTML5 and PDF).
- Organize documentation efforts; create associated style guides, for online and PDF documents, including tablet and other mobile formats; set up and write original online Help files for cloud computing technology.
- Create Installation and Administration Guides and other end-user materials.
- Create API guides for advanced end users and internal developers.
- Set up and organized wiki for internal information distribution.
- Adhere to ITIL standards and DITA documentation requirements in Agile environment.

**EDUCATION**

UNIVERSITY OF NEW MEXICO, Albuquerque, NM
    *Bachelor of Arts in Political Science*

MADCAP, San Diego, CA
    *Certified MadCap Flare Advanced Developer, MadCap Consultant*

**SUBJECT MATTER EXPERTISE**

| | | | |
|---|---|---|---|
| Agile | Graphics | Oracle | Servers |
| Animations | Hardware | PDF Conversions | SQL |
| API | IoT | Relational Databases | Telecommunications |
| Cloud Computing | Mainframe | Routers | Video |
| Data Centers | Mobile Platforms | SaaS | Web Help |
| Enterprise | Networks | SDK | Web Developer |
| Front End | OpenSource | SD-WAN | |