

Kate Montessor

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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
Chrome
Firefox
Internet Explorer
Safari
Edge

Browsers

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. Manager, Technical Documentation

- 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.

SKYLINK, Jakarta, Indonesia

Sep 2011-Oct 2012

Pilot Recruiter / Web Developer

- Develop website to recruit pilots for regional airlines.
- Actively recruited pilots world-wide for employment in Indonesia.
- Recruit students for a regional flight school.

TIBURON, Pleasanton, CA

Mar 2009-Sep 2011

Sr. Technical Writer

- Lead, guide, and collaborate with Management and Engineering to establish strategy and direction, schedules, input and deliverables for all technical writing projects (online and hard-copy).
- Organize documentation efforts; create associated style guides, for online and hard-copy documents; set up and write original online Help files for emergency and 9-1-1 software.
- Create Quick Start, Tutorial and Administration Guides and other end-user materials.
- Adhered to local, county, state, and federal regulation requirements in Agile environment.

ABOVE ALL SOFTWARE/DEMAND REPORTS, Redwood Shores, CA

Mar 2006- Mar 2009

Sr. Technical Writer / Documentation Manager

- Developed and led organization efforts of documentation for custom software offerings including system build guidelines, installation guidelines, and end-user materials and manuals; introduced documentation plans.
- Authored all online Help files, including extensive API documentation.
- Organize documentation efforts; create “look and feel,” and associated style guides, for online and hard-copy documents; set up and write original online Help files for cloud computing technology.
- Create Quick Start, Tutorial and Administration Guides and other end-user materials and author white papers.
- Collaborated with Sales team members to develop customized (client-specific) Guides.
- Provided liaison with Engineering and IT Development Teams to elicit content and direction.

SONY PICTURES IMAGEWORKS, Culver City, CA

Sep 2003- Mar 2006

Sr. Technical Writer / Documentation Manager

- Developed and maintained company intranet site using CSS, JavaScript, HTML and XML.
- Organized technical documentation procedures and practices; authored corporate Style Guide.
- Designed and maintained online and embedded documents from end-user to API level.
- Interfaced directly with Engineering and Development groups, as well as international outsourced personnel, to elicit source information.
- Documented, tracked and updated company data, procedures and policies.
- Set up and organized wiki for internal information distribution.
- Authored procedural manuals, training materials/manuals, end-user materials and online help files.

INDEPENDENT CONTRACTOR, San Jose, CA

Sr. Technical Writer, Technical Publications Manager

- Managed and implemented technical writing, SDKs, or web site development projects for multiple clients, including *Cisco Systems, Cirrus Logic, Sun Microsystems, Xerox, Oracle, Hewlett-Packard, Apple Computer, Egghead.com G2 Networks, Interlink (all in CA), and Atomic Games (Houston, TX)*.
- Created style guides, API documents, user guides, data sheets, marketing materials, white papers, training manuals, policy/procedures manuals; developed/designed and tracked hard-copy, online and embedded documents.
- Hired, trained and motivated/managed staff of 15; established processes, workflow, and quality control; maintained a high level of communication and responsiveness within team.
- Designed training curriculum, wrote training manuals, and presented training on procedures, communications, technology and accounting.
- Developed company web site using HTML, XML and CSS.
- Introduced use of Information Mapping methodology in documents.

COMMERCIAL PILOT

- Pilot Officer for United Airlines
- Flight Instructor – Single and Multi Engine

- Commercial/Instrument, Airplane SEL/MEL
CFI, CFII, MEI
FAA Class I Medical, no restrictions

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