

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
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
Visual Studio Code

Versioning

Sublime
CVS
GitHub
Perforce

SVN

Sharepoint
Drupal
WordPress
Box
Joomla

Other

Google Docs
Markdown
OpenOffice
RoboHELP
Snagit
Rally
JIRA
MAMP

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	