DIANE FLEMING SKWISH

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SUMMARY

Senior writer who learns complex technical information and tools quickly and independently. Writes easy-to-use programmer docs on schedule in a global workplace. Uses Markdown to author content and GitHub to maintain content. Seeks full-time permanent or contract position as an API writer. See my writing samples and LinkedIn profile.

EMPLOYMENT

CONTRACT TECHNICAL WRITER BÁRD, AT GOOGLE (REMOTE) 2022

- Fix documentation bugs for the Google developer site.

CONTRACT TECHNICAL WRITER CLEAR POINT CONSULTANTS, AT BITLY (REMOTE) 2021

- Inventoried, reorganized, and rewrote internal Bitly documentation that describes onboarding new hires, coding guidelines, applications' and services' overviews, and customer service runbooks.
- Authored in Markdown and HTML. Maintained content in multiple GitHub repositories and in Confluence.

CONTRACT (PART-TIME) TECHNICAL WRITER BRIGHTLEAF GROUP (REMOTE) 2018 (ONGOING)

- Write guides and edit specifications and schema for the DMTF Redfish® API, which provides secure management for converged, hybrid IT and the software-defined data center (SDDC).
- Author in Markdown and HTML. Edit JSON schema to update API reference docs. Review and update README files in GitHub repositories for DMTF tools. Maintain content in multiple GitHub repositories.

TECHNICAL WRITER 4 PAYPAL (AUSTIN) 2016 TO 2019

- Wrote integration guides, references, and release notes for PayPal REST APIs. Along with a team, created and maintained writing and process guidelines. Reviewed GitHub pull requests for writers and developers.
- Authored in Markdown and HTML. Edited JSON schema in OpenAPI format to update API reference docs.
- Maintained content in multiple GitHub repositories.
- Used Agile and JIRA to participate in team sprints.

PROJECT MANAGER II CISCO SYSTEMS (AUSTIN) 2015 TO 2016

- Though my title was project manager, I was the sole technical writer for the Internet of Things (IoT) platform as a service (PaaS) project. Wrote a getting started guide, developer guide, API reference, and tutorials.
- Used Agile and JIRA to participate in team sprints.
- Used a Markdown, RESTful API Modeling Language (RAML), and Middleman tool chain for docs.

SENIOR TECHNICAL WRITER MAGENTO (AUSTIN) 2014 TO 2015

- Wrote PHP API reference pages. Annotated PHP code, completed code reviews through Fisheye, used Bamboo to perform tests, and created GitHub pull requests. Used phpDocumentor to generate HTML.
- Wrote Magento API guidance information for PHP, REST, and SOAP APIs.
- Created GitHub workflow and process docs for team of writers.
- Used Agile and JIRA to participate in team sprints.

SOFTWARE DEVELOPER/TECHNICAL WRITER RACKSPACE (AUSTIN) 2012 TO 2014

- Wrote API references, getting started guides, admin guides, and release notes for Rackspace open cloud products.
- Authored in XML/DocBook. Maintained source in GitHub.
- Along with a team of writers, created writing guidelines.

PRINCIPAL TECHNICAL WRITER INFORMATICA (AUSTIN) 2007 TO 2011

- Wrote doc plans, user and admin guides, references, release notes, and online help for data integration products for Oracle, SQL Server, and DB2 databases, and Windows, UNIX, and mainframe operating systems.
- Reviewed messages and user interfaces. Tested online help systems with products. Logged and fixed bugs. Scoped costs and prepared docs for localization. Reviewed localized content. Converted FrameMaker content to XML/DITA format.

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SENIOR TECHNICAL WRITER
NETQOS (AUSTIN)   2006 TO 2007
(ACQUIRED BY CA TECHNOLOGIES)

- Wrote doc plans, user and administrator guides, release notes, wiki docs, and online help for performance management products, including SuperAgent, an end-to-end performance-monitoring tool.

INFORMATION DEVELOPER II
BMC SOFTWARE (AUSTIN)   2003 TO 2006

- Wrote doc plans, user and administrator guides, reference manuals, release notes, and online help for backup and recovery utilities for Sybase, Oracle, and Microsoft SQL Server databases.
- Assisted Agile development team during all phases of design and development, including logging and fixing defects. Made design suggestions for command-line and GUI prompts, messages, and interfaces.
- Developed and maintained team style and process guidelines on SharePoint.
- Worked remotely with writers and engineers in India, California, and Houston.

SENIOR TECHNICAL WRITER
SILICON LABORATORIES (AUSTIN)   2002 TO 2003
(INITIALLY CONTRACTED THROUGH SAPPHIRE TECHNOLOGIES)

- Planned and created internal process docs for the company by interviewing employees about the manufacture, fabrication, test, and sales of mixed-signal integrated circuits. Further researched the business processes through review of Visual Basic forms, SQL Server tables, and reports.

STAFF TECHNICAL WRITER
VIGNETTE (AUSTIN)   1998 TO 2002

- Contributed to online help system and installation and planning guides for the configuration interface for the Vignette content management product. Worked with architects and also installed and configured software and set up databases and application servers to understand the product topology.
- Wrote the API doc style guide.
- Wrote the API guides and references for Tcl, C++, COM, and Java APIs.

TECHNICAL WRITER
DELL COMPUTER (AUSTIN)   1998
(CONTRACTED THROUGH INTERIM ON-PREMISE-DELL COMPUTER)

- As sole writer on a team of hardware engineers, wrote an API reference for a C++ API for hardware diagnosis.

ADVISORY PROGRAMMER/WRITER
IBM (AUSTIN, FLORIDA, AND NY)   1988 TO 1997

- Programming, QA, and technical writing and editing roles in various locations.

EXPERIENCE

OPENSTACK DOC CONTRIBUTOR
VARIOUS COMPANIES (AUSTIN)   2012 TO 2016

- Contributed heavily to OpenStack API documentation in the form of user guides, API references, website redesign, help-string edits in the project code, reviews of other contributors' patches, and bug fixes. My OpenStack release-specific contributions were at Cisco Systems, Magento, and Rackspace.

EDUCATION

12-WEEK CERTIFICATE	BALLYMALOE COOKERY SCHOOL, SHANAGARRY, IRELAND
MFA CREATIVE WRITING	UNIVERSITY OF BRITISH COLUMBIA, VANCOUVER
MS TECHNICAL WRITING	RENSSELAER POLYTECHNIC INSTITUTE
BA ENGLISH	STATE UNIVERSITY OF NEW YORK AT BUFFALO

PUBLICATIONS

DOCS LIKE CODE, ANNE GENTLE	CONTRIBUTOR
OPENSTACK OPERATIONS GUIDE: SET UP AND MANAGE YOUR OPENSTACK CLOUD	CONTRIBUTING AUTHOR