Elaine Kendall
Senior Technical Writer

Innovative Senior Technical Writer with 20+ years of experience developing customer-facing documents for SaaS, Cloud, Networking, Manufacturing, and Marketing products.

Strongly self-motivated and a team player. Able to drive doc lifecycle of newly developed products/features, learn new technology quickly, work within demanding deadlines, multitask, and interface across departments in globally diverse companies.

CAREER NARRATIVE

Senior Information Developer (remote worker)
Cisco/AppDynamics, San Francisco, CA | 6/2015 to present

- Created a new documentation process and style guide to streamline the creation, approval, and communication workflow using VMWare Fusion, MadCap Flare, GitHub, and DocCentral.
- Created and maintained multiple highly technical design documents such as the [Cisco ACI Stretched Fabric Design](#) document, working closely with branding to ensure messaging.
- Working in a global writing team to develop APM (application performance monitoring), Cloud, and SaaS-related technical customer documentation. Using Confluence and JIRA to develop feature content, API Guides, and architecture diagrams in an Agile environment.
- Created a [Customer Deployment Planning Guide](#), the [AppDynamics Essentials](#) page tree, and multiple architecture diagrams and graphical assets.
- Created and implemented a graphical asset repository and team-specific training videos.
- Agile Crew lead, graphics lead, and Editor for writing team of 12. Mentoring new writers.

Senior Technical Writer/Content Designer (remote contract)
Honeywell Corp. Aerospace Division, Tempe, AZ | 8/2013 - 4/2015

- Worked closely with Hybrid Cloud Team with VMWare and an ITIL environment to write initial PaaS Technical Design and then created internal Build Books, Run Books, User Guides, and SaaS process documentation for the initial server virtualization project.
- Collaborated with engineers in hardware, networking, and virtualization to create internal and customer-facing guides for a virtual multi-datacenter infrastructure.

Senior Information Developer/Technical Writer (partial remote)
Unicorn Media, Tempe, AZ | 6/2009 - 4/2013

- Designed and implemented a standardized documentation process, style guide, templates and a central repository with versioning and content control. Audited, maintained, and upgraded existing media for congruency with enhancements and updates for SaaS solutions.
- Created technical and high-level, internal, and external documentation for cloud computing with Amazon AWS, OpenStack, and proprietary aggregation code including API Guides, White Papers, and User/Developer/Implementation Guides. Maintenance and version control of all.

Senior Technical Writer
Limelight Networks, Tempe, AZ - 3/2007 to 6/2009

- Created documentation standards, defined types, templates, and company style guide. Implemented a documentation lifecycle management process, team Wikis, and a central repository.
- Conducted audience analysis and identified potential gaps in subject media. Supplied cross-departmental support and resourced necessary content from subject matter experts to gather information for customer-facing IaaS products. Then created technical support, procedural and operational media, and documentation for accessing and uploading to the internal cloud.

EARLY CAREER

Began career gaining experience as a Technical Support and Software Trainer with The IBiS Group of a UNIX-based client/server package and creating training materials. Joined Access Technologies as a Migration and Implementation Specialist and Trainer for Great Plains Software, where I continued to hone my technical writer and knowledge transfer skills. Contracted as a Technical Writer with Intel to plan, coordinate, and document access management, development, and production processes for seven distributed server/client environments. Joined Countrywide as a Sr. Technical Writer.

Contact Information
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Core Skills
Writing, Editing, Research, Project Mgmt, Content Development & Delivery, Graphics, Mentoring & Training, Information Architecture

Applications/Tools
MapCap Flare, Microsoft (Word, PowerPoint, Excel, Visio, Project, SharePoint), Confluence, DocCentral, JIRA, Webex, Slack, Lithium (TechWiki), Asana, Brandfolder, Sketch, Graphic, SnagIt, Camtasia

Languages
XML, HTML, CLIs, C++, PHP, MarkDown

Systems/Platforms
Mac, Windows, VMware, Linux, GitHub

Education
Chemical Engineering
Michigan Tech University, Houghton, MI

Certifications
MadCap Flare Certified Technical Writer – 2016

Certificate in Advanced Technical Writing - 2009

MCP, MCSA, MCSE - 2004

A+ Test Development Team & A+ Certification - 2000