

JENNIFER JOSEPH

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Versatile writer passionate about leveraging technical documentation to craft seamless, empowering experiences for end users and developers.

HIGHLIGHTS

- Experience leading technical writing teams to estimate and deliver technical content within established timeframes.
- Experience authoring, designing, and delivering technical documentation, including online user guides, Knowledge Management articles, API docs, UI copy and project planning documents.
- Excel at working with subject-matter experts to gather information, identify relevant data and audiences, and write documents that are clear and user friendly.
- Meticulous editor with experience establishing and instituting a corporate style guide, Microsoft, AP & Chicago style guides.

TECHNICAL SKILLS

Madcap Flare	Markdown, HTML, CSS, XML
Github, Git Bash	Swagger, Sphinx, REST, JSON
Atlassian: Jira, Bitbucket, Confluence	DITA, Oxygen, Robohelp
Tortoise SVN	Agile certified Scrum Master
Microsoft Office Suite/Sharepoint	Single-Sourcing Concepts

EXPERIENCE

Technical Writer: Q2 Digital Banking, August 2017 - Present

- Interview SMEs to plan and create internal and external technical documentation for the set-up and configuration of new features and products.
- Research, write, edit and proofread online help and API documentation within established time frames, keeping documents on schedule.
- Conduct documentation planning, including defining audience, performing task analysis, recommending deliverable formats, and establishing project schedules.
- Responsible for writing operational, instructional, maintenance, engineering processes and specifications, conforming to corporate style guide and quality assurance standards.
- Responsible for final production and publishing of documentation to internal document repository, Content Delivery Networks, web sites, and Q2's Customer Portal.
- Review, and validate technical documentation produced by other departments and by other Q2 writers to ensure technical accuracy and adherence to Q2 styles.

Technical Writer (Contract): Indago, April - July 2017

- Conduct SME interviews to gather information for SaaS product online help.
- Create web based user documentation for a financial technology application.
- Conduct quality reviews of application features and create new project workflows.
- Manage documentation and reporting projects from launch to planning and delivery.
- Create and manage delivery of financial reports, application documentation, and operational manuals in accordance with the company style guide.
- Define and manage processes and procedures to comply with internal quality standards.

Technical Content Specialist: 3M Electrical Markets Division, September 2016 - April 2017

- Conduct an audit of existing content and generate content recommendations user/product documentation, technical articles and product copy
- Ensure content adheres to brand and company style guides
- Develop a content model and analyze and validate content ecosystems
- Interview and interact with a diverse team of engineers and SMEs to create
- Implement a governance model and create project workflows

Technical Writer: WAGO Corporation: June, 2014 - June, 2016, Germantown, WI

- Write, develop and edit installation guides, and operation guides for software products
- Conduct stakeholder interviews to develop rich content
- Collaborate with a global team to create business process documentation for company-wide SAP roll out
- Establish a North American style-guide to facilitate adoption of uniform look and feel across all WAGO technical literature
- Manage communication project workflow to create accurate work breakdown structure for multi-channel product launches

Research Coordinator: Milwaukee School of Engineering: Dec 2013 - May, 2014, Milwaukee, WI

- Plan, manage and execute logistics of professional technical education seminars
- Create and edit training documentation for engineering seminars
- Create and edit copy for website, brochures and course materials
- Manage online presence of department via website and social media outlets

EDUCATION

- Certificate in Technical Writing, Johnson County College
- MS Journalism, University of Kansas
- BA English Literature, Stella Maris College

