Lena Keller

Berlin, Germany (Remote)

lena.keller@fakemail.de | +49 178 1234567 | LinkedIn | Portfolio Link (Placeholder)

Education

Freie Universität Berlin

Master of Arts in English Philology (Focus on Technical Communication)

Oct 2015 – Sep 2017 | Berlin, Germany

Universität Heidelberg

Bachelor of Arts in English and German Studies

Oct 2012 – Jul 2015 | Heidelberg, Germany

Work Experience

Senior Technical Writer | Grafana Labs | Jan 2020 - Present | Remote (Based in Berlin)

- Wrote and maintained comprehensive documentation for Grafana observability products (Grafana, Loki, Tempo, Mimir), targeting developers and SREs.
- Developed API reference documentation using OpenAPI Specification (Swagger) and automated tools.
- Created tutorials, conceptual guides, and best practice articles.
- Collaborated closely with engineering, product management, and UX teams to ensure documentation accuracy and clarity.
- Managed documentation release processes and contributed to the documentation site's information architecture.

Technical Writer | SAP | Oct 2017 - Dec 2019 | Walldorf, Germany

- Produced user guides and online help for SAP software.
- Worked with DITA XML and content management systems.

Skills

Technical Writing: API Documentation (REST, OpenAPI/Swagger), Developer Documentation, User Guides, Tutorials, Concept Guides, Release Notes, SDK Documentation

Tools: Markdown, Git, GitHub, VS Code, Oxygen XML Editor (DITA), Confluence, JIRA, Static Site Generators (Hugo, Jekyll), Figma (for viewing)

Technologies (Understanding): Cloud Computing (AWS/GCP/Azure concepts), Observability (Metrics, Logs, Traces - Prometheus, Loki, OpenTelemetry), Databases, APIs, CI/CD, Docker/Kubernetes

Standards & Styles: Google Developer Documentation Style Guide, Microsoft Writing Style Guide, Information Architecture, SEO for Docs

Other Skills: Content Strategy, Editing & Proofreading, Single Sourcing, Collaboration with Engineers

Certificates

Certified Professional Technical Communicator (CPTC) - Foundation (APMG)

API Documentation Course (Udemy/Tom Johnson)

Awards

Grafana Labs Documentation Contribution Award 2022