Janean Voss

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PROFESSIONAL EXPERIENCE

2022-2024 **Cyberscience Corporation**, Centennial, CO (remote)
Senior Technical Writer
- Collaborated with developers and other stakeholders to learn complex concepts and produce best-in-class Cyberquery documentation, such as release notes and end-user documentation for a variety of audiences, including power users, occasional users, and IT professionals.
- Consulted with subject matter experts for reviews to ensure content accuracy and clarity.
- Delivered documentation in conjunction with the cut-off dates for development.
- Developed and maintained documentation templates, style guides, and best practices.
- Gathered customer and stakeholder feedback on documentation to continually improve content.
- Stayed up-to-date with industry trends and best practices in technical writing through a variety of organizations, including Write the Docs.
- Consistently achieved my performance goals and was recognized for my professionalism and energy in my role amongst the team.

2020-2022 **Finastra**, Mequon, WI (remote)
Product Analyst
- Collaborated with software engineers, fellow analysts, and other stakeholders to transition the Fusion MortgageBot application to a responsive site by writing user epics and stories.
- Provided overall direction for product enhancements and general product development requirements for the software engineers.
- Wrote and delivered release notes on schedule in collaboration with product and legal analysts.
- Achieved my annual performance goals, and built on my leadership skills by managing the Fusion MortgageBot application responsive site transition.

2002-2020 **Parker Hannifin Corporation,** Cleveland, OH (hybrid)
Lead Technical Writer ('09-'20) | **Technical Writer** ('04-'09) | **Entry-Level Technical Writer** ('02-'04)
- Collaborated with business analysts, developers, and other stakeholders to design and write end-user training packages (manuals, quick reference guides, eLearning tutorials, online help, installation guides) for our Parker enterprise IT systems that ran our global $10+ billion business and operations.
- Consulted with subject matter experts for reviews to ensure content accuracy and clarity.
- Assigned, reviewed, and managed user documentation tasks assigned to fellow writers and outside contractors.
- Published documentation in conjunction with the go-live dates for the systems.
- Updated end-user training materials on a routine schedule to capture release updates.
- Developed and maintained documentation templates, style guides, and best practices.
- Stayed up-to-date in industry trends and best practices in technical writing through a variety of organizations, including Society for Technical Communication (STC).
- Achieved high performance evaluation marks annually and was consistently recognized for my tenacious leadership, attention to detail, project management, and collaboration skills.

EDUCATION

Case Western Reserve University, Weatherhead School of Management, Cleveland, OH
M.B.A. – Marketing and Finance

University of Wisconsin, Green Bay, Green Bay, WI
B.A. – Organizational Communication

TOOLS, SKILLS, AND INTERESTS

Tools: Adobe (Captivate, FrameMaker, InDesign, RoboHelp, Photoshop, Dreamweaver, Acrobat Pro, and Illustrator) | Microsoft Office Suite | Snagit | SharePoint | Jira | FogBugz | Markdown | SQL | Git | GitHub
Skills: Technical Documentation | User and Installation Guides | Quick Reference Guides | eLearning Tutorials | Scripts | Online Help | Release Notes | Style Guides | Process Improvement | Project Management | Visual Graphics | Agile
Interests: Write the Docs | Toastmasters International | Society for Technical Communication