

# Jennifer P. Smith

843-327-8758

jenniferpetroffsmith@gmail.com

## Profile

Detail-oriented and highly skilled Senior Technical Writer with experience creating clear, comprehensive documentation for software products and technical processes including user-friendly manuals, API documentation, reference materials, communications, and training materials. Experienced in collaborating with cross-functional teams, including product managers, developers, engineers, and customer support to ensure accuracy and consistency. Proven ability to quickly learn complex technical concepts, to work independently, and to adapt quickly to changing requirements and priorities.

## Skills

Technical writing, research, CLI, SharePoint, Confluence, Jira, relational databases, SQL, Linux, GCP, AWS, Agile and Scrum, designing web sites, GitHub, Markdown, OpenAPI, YAML, Draw.io, Visio, Photoshop, VSCode, strategic marketing, communications, and classroom instruction

## Knowledge

Python, NiFi, ETL, big data systems, Kafka, JSON, AVRO, JavaScript, SugarCRM, custom software development, SDLC, SaaS

## Professional Certifications

AWS Cloud Practitioner

6/2024

SAFe 4 Product Owner/Product Manager Certification

12/2019

## Work Experience

07/2022 - Present

Computercraft, Washington, D.C. (remote)

**Senior Technical Writer - National Institutes of Health National Center for Biotechnology Information**

- Currently updating the E-Utilities documentation including [API information](#)
- Collaborated with stakeholders to write the [Shared Submission Groups feature instructions](#)
- Collaborated with the project owner to improve user guidance for the [Genome Onboarding Submission Portal](#) page
  - Wrote Jira tickets with acceptance criteria for developer work and reviewed the work for accuracy
- Documented the architecture for the largest publicly available repository of high throughput sequencing data (SRA) .
- Updated user instructions for uploading SRA data on prem and via GCP and AWS
- Updated the documentation for the [STAT Analysis tool](#) by creating a Linux machine then installing and learning the tool
- Wrote guidance in GitHub on how to download, install, and use [SRA Toolkit](#)

08/2020 - 07/2022

Scientific Research Corporation, Charleston, SC (remote)

**Senior Technical Writer III - US Marine Corps Data as a Service (DaaS) Initiative**

- **Technical Writer:** Worked with developers to learn microservices and write standard operating procedures for the big data migration project; drew network, architecture, and data flow diagrams; created a wire frame to represent development; developed document templates for deliverables; Worked with Data Scientists and Data Engineers and helped to design dashboards for performance monitoring and data governance pipelines to support the US Marine Corps Data as a Service (DaaS) Initiative
  - Used Python and NiFi to import, clean and extract, transform, and load (ETL) data from navel databases
  - Used Kafka to distribute data
  - Used Elasticsearch to import and prepare data for search, analysis, and visualization
- **Business Analyst/Scrum Master:** Identified and documented project requirements; worked with our customer and Product Owner to clarify goals; captured, analyzed, and managed requirements using Jira and Confluence
- **Project Management:** Wrote weekly reports and created presentations; onboarded and trained new team members
- **Customer Support:** Wrote documentation for and assisted customers with accessing and using the system and its tools

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## Work Experience Continued

**06/2015 - 08/2020**                      **Booz Allen Hamilton, Charleston, SC**

**Technical Writer - VBMS (Veteran Benefits Management System) Production Operations (ProdOps)**

- Wrote new content and created new diagrams to capture the move to Amazon Web Services by researching technical documents and interviewing subject matter experts
- Created seven instructional documents for collecting and reporting ProdOps data
- Expedited document delivery by independently collecting data and writing operational issues
- Developed queries to collect data for a monthly security changes document
- Improved data collection process by moving from biweekly to daily data collection

**Technical Writer - VBMS Development**

- Researched technical documents, interviewed subject matter experts, learned new functionality, and wrote content for the *Help User Guide* document for VBMS application
- Edited Requirements Analysis Worksheets for VBMS business analysts

**06/2010 - 08/2014**                      **College of Charleston, Charleston, SC**

**Technology Consultant - School of Languages, Cultures, and World Affairs (LCWA) Technology Resource Center**

- Taught students and professors how to use software programs
- Created instructional videos to prepare students for online language testing
- Managed the LCWA Technology Resource Center and budget
- Administered SAAS program managing professor and student accounts and assigning permissions
- Redesigned the Center's website and created new websites for the School's programs using a user-focused approach
- Wrote strategic copy on a weekly basis for websites, blogs, promotional events, and programs

**07/2009 - 11/2009**                      **Alliance Software Corporation, Charleston, SC**

**Project Manager**

- Coordinated training and instructed clients via WebEx to use customer relationship management software (Sugar CRM), a software similar to Raiser's Edge
- Tested software for development team and provided feedback
- Wrote the *Help* documentation to use the CRM software

## Education

**Courses in Internet Programming, Trident Technical College, Charleston, SC**

- Learned SQL and relational database theory
- Wrote JavaScript to design web pages
- Wrote .asp code and called database information to create interactive web pages

**Master of Arts in Professional Communications (MAPC), Clemson University, Clemson, SC**

- Designed South Carolina Botanical Gardens website applying visual and rhetorical design theories
- Taught and wrote the curriculum for 200-level desktop publishing course including visual design theory

**Bachelor of Arts (BA) in Language and International Trade, Clemson University, Clemson, SC**