



JIM KENNEDY

Technical Author

Profile

Technical writer with 20+ years' experience in a series of industries, in both permanent and freelance roles. Building, scaling, and maintaining public-facing **documentation websites**, writing **user guides and manuals**; building **online help** systems; building and rolling out **Atlassian Confluence** instances, managing **Wiki-content management systems**; documenting features in **release notes**; editing a library of support articles, **white papers**, and **application notes**, and liaising remotely to **build teams** around the globe. 70% product focus, 30% customer focus.

At **Midokura**, I shipped REST API documentation to the external client via a customer-facing docs portal that I built, and I oversaw internal informational content in the Confluence instance. At **OneMind Technologies** I overhauled ad hoc documentation, created new content, and steered the company towards a unified knowledge base. For **King Games** I built and managed the Confluence instance, recruited and oversaw a team of technical specialists, and built and ran several communications channels.

Core Skills

- Experience in documentation management systems and informational best practices.
- Writing, compiling, and publishing technical manuals and documentation.
- Building scalable CMS architecture and managing documentation growth.
- Writing and reviewing technical content for global readership.
- Working autonomously and across teams in technical and creative organisations.
- Presenting information in a way that is concise and readily understood.
- Atlassian suite administrator, qualified Scrum Master, Kanban user.

Roles

Documentation Specialist

Feb 2021 - Sept 2025

Midokura | Barcelona

Helping this Barcelona-based Sony subsidiary shape its documentation offering to the parent company as well as creating structures and processes around the internal documentation and company tribal knowledge. I iterated and delivered REST API documentation to Sony, I transitioned the content creation away from Google Docs and into Github and onwards from Github to a documentation website which I built in Sphinx and ReadtheDocs. My other major projects were championing the use of Confluence for internal-facing content and managing the JIRA instance.

Technical Writer

2019 to 2021

Worldsensing/OneMind Technologies | Barcelona

As Worldsensing's first technical writer I devised and implemented a set of Documentation processes and procedures. I initially revised and edited all extant documentation across the company, and then wrote all new documentation and help files based on my identification and assessment of the 'knowledge gaps.' Working transversally, and mostly remotely, my overarching mission was to provide a single-point-of-entry for all tribal knowledge. I also translated customer-facing documentation from Spanish to English.

Senior Systems Engineer

2013 to 2017

King Games | Barcelona

Initially I built King's Atlassian Confluence instance, and during the company's explosive growth phase I grew it to become the company's primary repository of shared information. As headcount at the hugely successful games company grew, I scaled the internal wiki accordingly, from a few hundred pages to tens of thousands of pages, blog posts, video presentations, meeting notes, and all games knowledge. King's Confluence is now the company's preeminent knowledge base; it is the first point of contact when seeking information on all internal matters.

CONTACT

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Software

Atlassian Confluence, JIRA, GitHub, Codeberg, Markdown (.md), reStructured Text (.rst), Visual Studio Code, Git, Plausible Analytics, Sphinx, ReadtheDocs, Zendesk, Slack, WordPress, Adobe FrameMaker, MadCap Flare, Bitbucket, Webex, Meeting Manager, Microsoft XP, SharePoint, Google Suite, and Office Suite (Access, Excel, FrontPage, Outlook, Project, PowerPoint, and Word), UNIX, PageMaker, Lotus Notes R5, HTML, XML, CSS, Network Essentials, Authorware, Perforce, Macromedia Dreamweaver and Fireworks, AuthorIT, Photoshop, and Visio.

Education

🎓 Master's Degree in Opto-Electronics and Information Processing Technology - Queen's University of Belfast

🎓 Honor's Degree in Applied Sciences (Physics, Chemistry, and Mathematics) - Trinity College Dublin

🎓 Diploma in Applied Sciences (Physics Chemistry, and Mathematics) - Dublin Institute of Technology

Soft Skills

- ✓ Problem solving.
- ✓ Establishing contacts within an organization.
- ✓ Developing collaborative relationships across groups.
- ✓ Resolving differing group objectives.
- ✓ Native English; conversational Catalan, Spanish, and French.

Interests

- ♥ Family
- ♥ Kayaking
- ♥ Travel
- ♥ Literature

In my leadership role I recruited and directed a team comprising a Confluence expert, a technical administrator, and a technical writer. I also worked to define and evolve a sensible structure of documentation, presentations, and videos. I also curated such content induction material, roadmaps, API descriptions and best practice documentation. My objectives were to prioritise the production of documentation, presentations, best practice guides, tech talks, etc. needed for game teams to understand what is available and how to use it. I built and ran several other communications channels, including HipChat, Slack, Trello, the public-facing tech blog, and social media accounts.

Documentation Manager

2010 to 2012

RipLife Gaming | Barcelona and Malaga

Based in Riplife Gaming Technologies' Barcelona office, I organised and supervised the flow of technical system information around the company's global sites.

I managed a team of technical writers to design, deliver, and maintain an Atlassian Confluence Wiki as the primary content management system for IT-facing support documentation. Initially the role involved building a team, mapping the company's knowledge storage requirements, and delivering a framework for organizing the existing documentation. Managing my team, I evolved the role to create and impose a formal documentation structure based on business requirements, reduce the existing footprint by 50%, and build a scalable architecture for growth.

Senior Technical Writer

2006 to 2010

Synopsys | Dublin

As Senior Technical Writer I provided documentation and online help systems for a range of software design products, liaised with global teams and built working relationships with remote colleagues, and drove the publications agenda. As the sole writer on the company's flagship new product, I developed 100% of the customer-facing online help systems, then built and maintained that documentation resource.

Freelance

Technical Writer

2019 - 2020

IOV | Barcelona

Supplied 100% of this startup Fintech blockchain company's Technical Writing requirements as it approached product launch. I wrote and edited marketing materials and Medium blog posts aimed at early adopters, as well as more technical documentation and help files for end-users of the wallet.

Instructional Designer

2010

Strata3 | Dublin

Developed and wrote all the webhelp content for the Strata3 content management system. Strata3's product set manages all aspects of a corporate online presence, including publishing website content, running a blog, managing an ecommerce storefront, and running email and newsletter promotions. The project called for the creation of the entire help files and user guides for the flagship offering from this startup company.

Technical Writer

2005 - 2006

Aran Technology | Dublin

Furnished documentation for the company's Customer Experience Management (CEM) software for mobile telephony companies. Undertook all aspects of the documentation cycle – writing, compiling, and delivering Administration Guides, User Guides, and Training Manuals. The role involved dealing with programmers, management, and clients.

Instructional Designer

2004

Ward Consulting | Dublin

Freelance contractor working on instructional design of courseware for client companies aiming to provide their employees with in-house training and customized elearning solutions.

