

## KARMEN KARDUM

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Portfolio: <https://karmen87.github.io/>

## PROFESSIONAL SUMMARY

Technical Writer with 8+ years creating comprehensive documentation for B2B SaaS, infrastructure management, and developer-facing products. Expertise in API documentation, user guides, and developer onboarding materials for complex enterprise software. Strong technical background (Computer Science degree + 5 years software development) enables clear communication with engineering teams and accurate translation of technical concepts for diverse audiences. Published 1,800+ pages of production documentation serving large enterprises and U.S. government clients.

## CORE COMPETENCIES

- API & Developer Documentation • User Guides & Knowledge Bases • Technical Editing & Style Guide Development
- Information Architecture • Documentation Tools (Dr.Explain, GitBook, Wikipages, Docusaurus, Swagger) • Collaboration with Engineers
- Content Management Systems • Version Control (Git) • UX Writing & Microcopy

## PROFESSIONAL EXPERIENCE

### **Planet IRM | Technical Writer / Product Manager | Jul 2015 – Jun 2023**

Led documentation strategy for Planet IRM NexGen, enterprise infrastructure management platform serving large enterprises and U.S. government agencies.

#### Documentation Leadership:

- Authored 1,800+ pages of published technical documentation including comprehensive Administrator Guides, user documentation, API references, and detailed release notes
- Created internal documentation for development and management teams throughout various stages of product development
- Wrote for dual audiences: end-users (IT administrators, facility managers, network engineers) and developers integrating with REST API
- Established and maintained version-controlled documentation processes using Dr.Explain, GitBook, and Wikipages
- Collaborated with 10-15 engineers across multiple time zones to extract technical information and validate accuracy

#### API & Developer Documentation:

- Created initial Swagger/OpenAPI documentation template and documented multiple API endpoints with different properties to demonstrate documentation approach
- Documented and designed integrations with third-party systems including Fluke Networks LinkWare Live, BMC Helix ITSM, and ServiceNow
- Wrote deployment workflows and technical specifications for developers implementing infrastructure management solutions

- Documented complex technical concepts including CAD integration, real-time multi-user collaboration, and database architecture

#### User-Facing Documentation:

- Produced 1,800+ pages of documentation across 28 product versions covering web client functionality, global console administration, and infrastructure visualization tools
- Created quick-start guides, troubleshooting documentation, and FAQ content that improved user self-service capabilities
- Specified context-sensitive help links integrated into product UI, mapping UI elements to relevant documentation pages
- Wrote release notes and migration guides for major product updates

#### Content Management & Information Architecture:

- Designed documentation structure and navigation for optimal user experience
- Established style guide and documentation standards for consistency across all content
- Implemented search optimization and cross-linking strategies to improve content discoverability
- Managed documentation review cycles with stakeholders and subject matter experts

Sample Work: 63-page Report Viewer User Guide demonstrating complex technical documentation

<https://karmen87.github.io/user-guide-report-viewer.pdf>

#### **Freelance Software/Blockchain Consultant | 2023 – Present**

Create technical content for open-source AI/ML projects and developer tools.

#### Recent Projects:

- Developer guide for Enthusiast AI framework (e-commerce RAG implementation)
- Docker setup tutorials and workflow documentation
- Blog content explaining complex AI concepts for developer audiences

Sample: "Harnessing Enthusiast for Scalable AI in E-Commerce — A Developer's Guide"

<https://dev.to/karmen87/harnessing-enthusiast-for-scalable-ai-in-e-commerce-a-developers-guide-4k3f>

Additional portfolio: <https://karmen87.github.io/enthusiast-blog/>

#### **i3Annotate | Software Project Manager | Mar 2017 – Dec 2018**

Led Agile development of multi-platform touchscreen annotation application for business and education from prototype to production release, delivering on-time and within budget.

- Led 6-person development team (contractors and direct reports) through full project lifecycle, including hiring, performance reviews, and team coordination
- Defined project scope, milestones, and resource allocation while managing dependencies and stakeholder expectations
- Established testing workflows and validation processes ensuring seamless integration of new features
- Served as primary liaison between technical teams, non-technical departments, and clients

## **Neos | Software Developer | Jul 2011 – Jul 2015**

- Developed technical and user documentation for SCADA system managing public lighting infrastructure
- Created internal documentation for algorithmic trading systems and market data pipelines
- Wrote technical specifications and design documents for ERP solutions

## **TECHNICAL WRITING TOOLS & SKILLS**

Documentation Platforms: GitBook, Docusaurus, Wikipages, Confluence, Dr Explain

Markup Languages: Markdown, HTML

API Documentation: Swagger/OpenAPI, Postman

Graphics & Diagrams: Balsamiq, Canva, Figma

Version Control: Git, GitHub, GitLab

Content Management: Docusaurus

## **TECHNICAL BACKGROUND**

Programming: Python, SQL, JavaScript (reading/understanding code for documentation purposes)

Software: Docker, AWS, GCP, Jira, Basecamp

Domain Knowledge: Infrastructure management, DCIM, network architecture, SaaS platforms,

DevOps

## **EDUCATION**

Master of Computer Science - Software Engineering

University of Split, FESB | 2009 – 2011

## **PORTFOLIO**

Live Documentation Site: <https://karmen87.github.io/enthusiast-blog/>

User Guide Sample (PDF): <https://karmen87.github.io/user-guide-report-viewer.pdf>

Developer Tutorial:

<https://dev.to/karmen87/harnessing-enthusiast-for-scalable-ai-in-e-commerce-a-developers-guide-4k3f>

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## **LANGUAGES**

English: Fluent (Business/Technical)

Croatian: Native