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PROFESSIONAL SUMMARY

Lead Technical Writer with extensive experience developing clear, user-centric content for global software and hardware products. Expert in DITA, structured authoring, online help systems, and translation workflows. Recognized for improving documentation quality, optimizing content processes, and collaborating effectively with cross-functional and international teams. Adept at simplifying complex technical concepts and delivering scalable, reusable content for enterprise environments.

CORE SKILLS

Technical writing and documentation: Online help, release notes, hardware/software documentation, information architecture, content management, version control, structured authoring, writing for reuse, localization collaboration

Tools and technologies: DITA / DITA XML, Oxygen XML Editor, FrameMaker, RoboHelp, SnagIt, Adobe Acrobat, Adobe Creative Suite, Author-it, Captivate, SharePoint, Visio, Microsoft Office Suite, GitHub, Bitbucket, Microsoft Copilot, ChatGPT

Technical skills: XML, HTML, JSON, API documentation

Project and leadership: Project management, requirements gathering, cross-functional team leadership, program management, Agile methodologies

PROFESSIONAL EXPERIENCE

Lead Technical Writer Ellucian — Rochester, NY *May 2019 – Feb 2026*

- Developed high-quality online help and product documentation for enterprise higher-education software.
- Documented integrations across on-premise, cloud, and third-party systems to support analytics and operational decision-making.
- Partnered with product owners, developers, and global teams in an Agile environment to ensure technical accuracy and usability of XML-based technical documents.
- Collaborated with translation teams to produce multilingual content optimized for reuse and cost efficiency.
- Applied structured authoring and DITA best practices to streamline updates and maintain consistency across product lines.
- Conducted hands-on software testing to validate accuracy and provide usability-focused feedback.
- Contributed to UX and design discussions, advocating for clear information flow and user-centered documentation.

Lead Technical Writer Xerox — Webster, NY *Jan 2000 – May 2019*

Produced customer and administrator documentation for printer hardware, software, and mobile printing solutions.

- Authored and maintained DITA-based content across multiple product lines.
- Converted documentation to HTML and XML for digital delivery and improved accessibility.
- Coordinated with engineering, product, and localization teams to ensure documentation readiness in multiple languages.
- Implemented content reuse strategies that reduced translation costs and improved efficiency.
- Supported documentation planning, version control, and release processes.
- Tailored content for diverse technical and non-technical audiences.

Project Manager Patient Infosystems — Rochester, NY *Jan 1999 – Jan 2000*

- Managed pharmaceutical client projects from concept through delivery for a disease-management organization.
- Coordinated with healthcare providers to support patient compliance and improve health outcomes.
- Oversaw fulfillment of patient-sensitive educational materials.
- Partnered with call-center teams to schedule patient outreach supporting medication adherence.

EDUCATION

Bachelor of Science in Business Administration (Marketing and Finance)

University of Dayton 1990 – 1994

CERTIFICATIONS

Rochester Institute of Technology

Basic and Advanced Technical Writing Certification

LinkedIn Learning

Communicating Across Cultures

Managing Globally

Learn API Documentation with JSON and XML