Kimberly Smalls

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Senior Technical Writer

- Creates content for hardware and software applications.
- Produces and manages documentation projects using either Agile or Waterfall methodologies.
- Produces clear, concise end-user documentation working from requirements, specifications, and interviewing subject matter experts.
- Capable multi-tasker able to effectively manage multiple technical writing projects simultaneously.
- TS/SCI Security clearance (inactive).

Skills & Abilities

- **Software:** JIRA | Confluence | GitHub | GitHub Copilot | ChatGPT | Visual Studio Code | Sourcetree | Adobe Technical Communication Suite (specifically FrameMaker 2017 | RoboHelp 2017 | and Captivate 9) | Adobe Acrobat | Bamboo | Pendo | Salesforce | Subversion | SharePoint | Rally | Snagit | Microsoft Excel | PowerPoint | Microsoft Word | Visio | Visual SourceSafe | Whimsical | WinZip | WebWorks ePublisher Pro
- **Operating Systems:** MS Windows 95 | 98 | 2000 | XP | Windows 7
- **Languages:** AsciiDoc | HTML | YAML | XHTML

Experience

CloudBees   **February 2022 - September 2025**
Senior Technical Content Developer (Remote)
- Produced and maintained technical documentation using a Docs-as-Code workflow (GitHub/AsciiDoc) to support monthly product releases across cross-functional scrum teams, improving developer efficiency and end-user adoption.
- Managed overlapping deliverables across multiple Agile projects by prioritizing tasks, optimizing workflows, and meeting sprint goals under tight deadlines.
- Coordinated documentation releases, ensuring all release notes and product documentation were accurate, consistent, and delivered on schedule.
- Collaborated closely with management and development teams to align documentation with project goals and ensure their clarity, accuracy, and timely delivery.

Peoplefluent   **April 2012 - February 2022**
Senior Technical Writer (Raleigh, NC)
- Wrote and edited content for HR software applications in an Agile environment.
- Used FrameMaker 2020 and RoboHelp 2020 to produce and publish online help, release notes, and user guides for administrators and end users.
- Used Jira to plan and track documentation projects.
- Reviewed client-facing and internal documentation written by other technical writers and/or developers for style, grammar, and spelling.
- Maintained document library on customer community portal.

Earlier Experience

AT&T Government Services - Senior Technical Writer   **August 2011 - April 2012**
- Wrote technical specifications, reports, brochures, and/or manuals for internal documentation, customer reference, or publications. Analyzed technical literature, wrote descriptive copy, and verified documentation.
- Researched and developed Electronic Technical Manuals (ETM) and Technical Data Packets (TDP).

L-3 Communications - Technical Writer/Editor III   **January 2009 - July 2011**
- Wrote and edited end-user documentation for a military software development project using FrameMaker 9, Microsoft Word, and Adobe Acrobat 9.
- Created user guides, online help, templates, and other technical documents as needed. Maintained documentation for version control using Sharepoint. Also performed QA testing on software applications and wrote test cases and test reports.

Blackbaud - Technical Writer III   **May 2005 - January 2009**
- Planned, wrote, and edited end-user documentation for software products using FrameMaker 7.1 (structured), WebWorks ePublisher Pro, and Adobe Acrobat 7.
- Created user-guides, online help, and system administration guides. Created documentation in both Waterfall and Agile development environments.

Itron - Technical Writer   **June 2006 - August 2006 (Contract)**
- Two-month contract where I edited and updated technical training manuals using FrameMaker 7.1 and Adobe Acrobat 7.

Scientific Research Corporation - Technical Writer III   **September 2004 - May 2005**
- Wrote and edited technical documentation for a Marine Corp project according to SG-1A Style Guide using FrameMaker 7.1.

Resource Consultants Inc. (RCI) - Technical Writer   **June 2004 - September 2004**
- Wrote and edited technical/scientific documentation and marketing materials using PageMaker, Adobe Photoshop, and Microsoft Word.

Itron - Technical Writer   **December 2000 - June 2004**
- Wrote and edited user guides, system administration guides, online help, and other documentation for software products using FrameMaker, Adobe Photoshop, and Robohelp.

Election Systems & Software - Technical Writer   **December 1999 - December 2000**
- Wrote and edited user guides, training workbooks, online help, software packaging, and other documentation and related materials for voter registration software.

Toone, Paper, & Screen (TPS) - Technical Writer   **January 1999 - December 1999**
- Worked as a contractor at local software companies providing technical writing services.

Education

Bachelor of Arts (**Major:** English with related coursework in Media – Journalism)
North Carolina Central University