JULIETTE KERNION

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Experienced technical communications professional with strong editorial, leadership, and project management skills. My cross-organizational collaboration and research skills produce clear, engaging content for targeted audiences. Deliverables have included SDK and API documentation for client developers; internal tool guides for software teams that encourage adoption; walkthroughs for non-technical users; and blog posts for engineers, data scientists, and product managers.

I'm competent in researching and using the best tools for a project or task: Git, Markdown, Visual Studio Code, Adobe Creative Cloud, Atlassian tools (Confluence, Jira), AI/ML tools (Claude, Copilot for GitHub / Microsoft), GIMP, screen capture/recording tools (SnagIt), MadCap Flare, DITA, XML editors (Oxygen), and CMS platforms. Experienced in docs-as-code project management.

EXPERIENCE

Senior Manager, Software Technical Communications: Analog Devices
2023-present

- Building technical writing team in US and Ireland to deliver content for software org, including an internal hub with streamlined software release processes, open source SDK documentation, and product user guides. Guided one writer to promotion.
- Establishing docs-as-code best practices and templates for software teams to develop and publish documentation efficiently. Tools include Markdown, MkDocs (Material for blog), and GitHub Actions and Issues.
- Creating user communications for software groups to promote docs and training, internal software initiatives, and tools adoption. Developing multichannel communication strategies that include blog posts, targeted email, and social intranet platforms.
- Integrating AI/ML tools into documentation processes where practical, both for subject-matter experts and writing team. Researching and experimenting to find effective tools and methods.

Technical Content Manager: Indeed
2020-2023

- Led team of four technical writers in US and Japan to provide impactful documentation, such as data analysis guides, a cloud migration resource hub, and a client developer portal. Guided two writers to promotion.
- Managed public Indeed Engineering and Product blogs and associated social media accounts.
- Continued to write/edit internal and external content for R&D audiences. Team "go-to" editor for peer reviews.

Technical Content Architect: Indeed
2017-2020

- Authored content for engineering teams and for non-technical users, including open source tool documentation, dataset query language tutorials, and engineer onboarding materials.
- Managed Engineering Chief of Staff communications for technical audiences. Drove a multichannel publishing strategy (blog/wiki, email, Slack) to increase reach and engagement.
- Promoted Indeed Engineering accomplishments by partnering with technical experts to edit and publish their blog posts. Supervised blog's localization into Japanese.

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Staff and Senior Technical Writer: Bazaarvoice
2012-2017
- Coordinated and launched a large-scale knowledge base upgrade for the company's flagship product, Conversations. Project included re-architecture, redesign, and source migration from SVN to Git.
- Built and updated online product documentation for targeted audiences, including business professionals, client developers (SDKs), and internal support staff. Edited UI content via JSON editor.
- Strengthened Product Knowledge team by mentoring team members and streamlining editorial processes such as Kanban workflow. Led team participation in Engineering hackathons.

Senior Technical Writer: Convio (now Blackbaud)
2009-2011
- Optimized user experience by updating UI text and inline context help for SaaS nonprofit donor management product, Common Ground.
- Expanded and re-architected HTML-based online resources for clients and technical support team. Resources included release notes and guides for features such as PayPal integration.

OTHER ACCOMPLISHMENTS

- **Proofreader**, localized guides, League of Women Voters Austin Area
  Reviewed Chinese- and Vietnamese-language editions of November 2022 Austin Voters Guides.
- **Team leader**, ATX Hack for Change 2014
  Led team of writers to create City of Austin Open Data Portal How-To Wiki in conjunction with Open Austin. Consulted with city and data portal vendor staff on processes.
- **Founder/Editor-in-Chief** of Slackerwood, an Austin daily film news website, 2006-2015
  Wrote, assigned, fact-checked, and edited articles and features. Managed seven regular contributors plus guest writers/photographers. Awarded Best Austin Movie Blog by *Austin Chronicle* in 2011.

EDUCATION

Master of Arts, Radio-Television-Film
The University of Texas at Austin

Bachelor of Arts *cum laude,* News-Editorial Journalism
Louisiana State University, Baton Rouge