



Kim Landis

Technical Writer | Content Manager

Diverse skill set includes documentation, editing, user experience, code samples, and content management systems (CMS).

[My Portfolio in GitHub](#) includes various examples of my writing.

Expertise

- Content Management Systems (CMS)
- Markup, markdown, code languages
- Self-editing for grammar, usage, etc.
- User guides, APIs, SOPs, release notes
- C#, VB.NET, ASP.NET, JavaScript, CLIs
- VS Code, Confluence, Jira, Azure DevOps, SharePoint

Languages

English

Japanese

Education

Bachelor of Arts, Japanese

The Ohio State University, Columbus

Microsoft Certified Professional

TechSkills, Columbus

Contact

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Experience

2022 - 2024

Microsoft (through Centific) | Remote

Platform Operations Engineering Lead (Content Manager)

- From Word content, created GitHub folder structures, markdown content, and media
- In Visual Studio Code and GitHub CMS, guided content through Microsoft requirements including meeting Acrolinx scores and other guidelines
- Tracked ADO work items for training modules, learning paths, updates, and customer feedback
- Managed video content in Red Tiger
- Triaged or fixed customer-reported content bugs
- Provided biweekly updates to stakeholders
- Managed achievement catalog and requests for new badges and trophies in ADO

2020 - 2022

Microsoft (through Disys) | Remote

Content Manager

- From Word content, created GitHub folder structures and markdown content and media
- In Visual Studio Code, GitHub Desktop, and GitHub online, guided content through Microsoft requirements including meeting Acrolinx scores and other guidelines
- Tracked work items for training modules, learning paths, updates, and customer feedback
- Triaged or fixed customer-reported content bugs

2019 - 2020

Stratifyd | Charlotte, North Carolina

Technical Writer

- Created documentation from scratch in a Confluence Knowledge Base
- Wrote 227 knowledge base articles on AI analyses and data connectors in under 10 months
- Performed user acceptance testing (UAT) and reported and tracked issues in Jira
- Documented internal processes for on-site AWS setup
- Edited specifications for clarity and updated with feedback from stakeholders

2018 - 2019

EmpowerID | Dublin, Ohio

Technical Writer

- Reformatted hundreds of topics from a proprietary documentation tool into Confluence
- Documented dozens of new features in EmpowerID identity access management software
- Provided code Samples in C#, Powershell, and SQL
- Wrote test cases for QA in TestRail based on documented new features

Kim Landis

Technical Writer | Content Manager

Experience

2009 - 2018

GrapeCity | Remote

Senior Technical Writer | Product Mgr. | Marketing Writer

- Documented ActiveReports Server for end users and administrators and edited UI text
- Documented ActiveReports for developers with code snippets for the API (C#, Visual Basic.NET)
- Documented Wijmo for JavaScript developers with code samples for the API (JavaScript)
- As Tech. Marketing Writer (2009 - 2011), worked on product documentation for Visual Studio dev components, and marketing materials
- As Documentation Manager (2011- 2015), managed two other technical writers
- As Assoc. Product Manager (2015 - 2017), participated in scrum meetings, represented products at trade shows and published case studies
- As Content Marketing Mgr. (2017 - 2018), created web content, marketing content, blog posts, emails, forum announcements, and ad copy

2008 - 2009

Honda of America, Mfg. | Marysville, Ohio

Technical Writer

- Created courseware (RoboHelp) for engineers learning new Teamcenter PLM software
- Wrote internal documentation for SharePoint users

2008 - 2009

Data Dynamics | Columbus, Ohio

Technical Writer

- Created online help and integrated, context-sensitive help for a Visual Studio reporting component
- This was a contract on which I mostly worked from home and overlapped my time at Honda

2007 - 2008

vSync | Columbus, Ohio

Technical Writer

- Created documentation from scratch in a Confluence Knowledge Base
- Wrote 227 knowledge base articles on AI analyses and data connectors in under 10 months
- Performed user acceptance testing (UAT) and reported and tracked issues in Jira
- Documented internal processes for on-site AWS setup
- Edited specifications for clarity and updated with feedback from stakeholders

2002 - 2007

Data Dynamics | Columbus, Ohio

Technical Writer

- Started in tech support for developers and wrote significantly more than the requisite three KnowledgeBase articles per month
- Shifted to documentation upon release of the first .NET version of ActiveReports
- Created online help. Integrated, context-sensitive help for a Visual Studio reporting component
- Documented .NET APIs using DLL scanning software
- Used slashdocs to integrate and edit developer comments