

Kim Landis

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<https://www.linkedin.com/in/kimlandis>

<https://github.com/kimlandis/portfolio>

As an experienced technical writer, I offer a diverse skill set that includes documentation, editing, user experience, code sample authoring, GitHub scaffolding, and Japanese translation.

Skills

- End-user help, tutorials, user guides, wikis, and API documentation
- Grammar, spelling, punctuation, editing
- Jira, GitHub, TFS, Mercurial, StarTeam
- UX and UAT
- HelpStudio, RoboHelp, Snagit, Confluence
- HTML, HTML5, and wiki markup
- GitHub-flavored markdown (GFM)
- Agile, scrum team, sprints
- Visual Studio Code, Azure DevOps

Experience

JUNE 1, 2020 – JUNE 30, 2022

Content Manager / Microsoft (via Disys), Remote

- Used a batch process to convert Word documents to markdown for Dynamics 365 and Power Platform Learn modules and learning paths
- Scaffolded modules and learning paths for Learn, creating *.YML and *.MD files
- Formatted content to conform to Learn standards using Visual Studio Code
- Managed new content, updates, and batch changes in GitHub branches
- Triaged bugs in Azure DevOps, and assigned or fixed as appropriate

APRIL 8, 2019 – FEBRUARY 3, 2020

Technical Writer / Stratifyd, Charlotte, North Carolina

- Created documentation from scratch in Confluence
- 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 in JIRA wiki

JANUARY 4, 2018 – FEBRUARY 22, 2019

Technical Writer / EmpowerID, Dublin, Ohio

- 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

MARCH 1, 2009 – NOVEMBER 30, 2017

Senior Tech Writer / GrapeCity, Raleigh

- Documented ActiveReports Server for end users and administrators
- 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 Assoc. Product Manager (4/2015-3/2017), represented products at trade shows and published case studies, and provided internal wiki documents
- As Content Marketing Manager (4/2017-11/2017), created and updated web content (markdown), marketing content, blog posts, emails, forum announcements, and ad copy

AUGUST, 2008 – DECEMBER, 2008

Tech Writer / Honda of America, Mfg., Marysville, Ohio

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

MAY, 2007 – AUGUST, 2008

Tech Writer / vSync, Columbus, Ohio

- Created a quick start guide for vShip end users
- Updated fifteen years' worth of outdated internal documents
- Documented six Microsoft Dynamics products from scratch (HelpStudio)
- Provided a single source of documentation for internal and end-user-facing help files
- Made extensive User Experience suggestions for the UI that enabled the product to receive Microsoft Dynamics Partner certification

Education

B.A. Japanese / The Ohio State University, Columbus, Ohio

Microsoft Certified Professional / Columbus, Ohio

Volunteering Activities

Pantry Assistant/ Mid-Ohio Foodbank

Poverty Alleviation 2013 - PRESENT

Voter Registration/ HeadCount.org

Nonpartisan Civil Rights and Social Action 2008 - 2018