

Kim Landis

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As an experienced technical writer, I offer a diverse skill set that includes documentation, editing, user experience, code sample authoring, and Japanese translation. I have spent the past four and a half years managing and marking up GitHub content for Microsoft Learn training in the C + E Skilling department and tracking it in Azure DevOps. Here is a link to [my portfolio in GitHub](#).

Skills

- GitHub operations and Acrolinx
- Azure DevOps
- Online training format compliance
- Visual Studio Code (md, yml files)
- Grammar, spelling, punctuation, editing
- GitHub, Jira, TFS, Mercurial, StarTeam
- UX and UAT
- Red Tiger video source control
- HelpStudio, RoboHelp, Snagit, Confluence
- HTML, HTML5, and wiki markup
- GitHub-flavored markdown (GFM)
- Agile, scrum team, sprints
- End-user help, flow charts, tutorials, user guides, and API documentation (C#, VB)

Experience

JULY 1, 2022 – AUGUST 30, 2024

Platform Operations Eng. Lead / Microsoft (Centific), Remote

- From Word content, create GitHub folder structures and markdown content and media
- In Visual Studio Code, GitHub Desktop, and GitHub online, guide content through Microsoft requirements including meeting Acrolinx scores and other guidelines
- Track work items for training modules, learning paths, module updates, and customer feedback
- Manage video content in Red Tiger
- Triage or fix customer-reported content bugs

JUNE 1, 2020 – JULY 1, 2022

Content Manager / Microsoft (Disys), Remote

- 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

APRIL 8, 2019 – MARCH 1, 2020

Technical Writer / Stratifyd, Charlotte, North Carolina

- 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

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

FEBRUARY 16, 2010 – 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
- As Content Marketing Manager (4/2017-11/2018), 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

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Microsoft Certified Professional / Columbus, Ohio

Volunteering Activities

2023 - PRESENT

Mentoring/ Self

Mentoring and empowering young women of low socioeconomic means

2013 - 2022

Pantry Assistant/ Mid-Ohio Foodbank

Poverty Alleviation

2008 - 2018

Voter Registration/ HeadCount.org

Nonpartisan Civil Rights and Social Action