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| **Kim** **Landis** | |  | | --- | | 6036 Warbling Ln., Westerville, OH 43081 | | (614) 561-2440 | | [thekimlandis@yahoo.com](mailto:thekimlandis@yahoo.com) | | <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, and Japanese translation. I have created and maintained multiple documentation projects from start to finish, complete with user guides, business process documents, technical manuals, release notes, stakeholder presentations, and internal documentation. As a member of Agile teams, I’ve participated in and facilitated scrum meetings. I’ve collaborated with subject matter experts (SMEs) who were developers, AI data scientists, and product or project managers. I have experience in crafting clear, concise information for executive-level stakeholders, developers, administrators, business users, and end users. I have managed other tech writers and have written internal style guides. Please see my recommendations from my previous employers on [LinkedIn](https://www.linkedin.com/in/kimlandis) for information on my work ethic. I always meet deadlines, and I’ve successfully worked remotely for over 10 years.

**Skills**

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| --- | --- |
| * GitHub operations and Acrolinx * Azure DevOps and SharePoint * Online training format compliance * Visual Studio Code (md, yml files) * Grammar, spelling, punctuation, editing * GitHub, Jira, TFS, Mercurial, StarTeam * Content Management Systems (CMS) * WinGet, NuGet command line tools * C#, VB.NET, ASP.NET, JavaScript, jQuery, Python, scripting languages | * 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) * PowerPoint, Microsoft 365, Power Tools, and Dynamics 365 * UX and UAT |

**Experience**

July 1, 2022 – September 1, 2024

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

* From Word content, created GitHub folder structures and 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

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, NC, Remote

* 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

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
* Wrote test cases for QA in TestRail based on documented new features

March, 2009 – November 30, 2018

**Senior Tech Writer /** GrapeCity, Raleigh, NC, Remote

* 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 Technical Marketing Writer (3/2009 – 8/2011), worked on product documentation for Visual Studio developer components, as well as marketing materials
* As Documentation Mgr. (8/2011-4/2015), managed two technical writers and several products
* As Assoc. Product Mgr. (4/2015-3/2017), presented 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

October, 2008 – May, 2009

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

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

August, 2008 – December, 2008

**Tech Writer /** Data Dynamics, Columbus, Ohio

* 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.

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

April, 2002 – May, 2007

**Tech Writer /** Data Dynamics, Columbus, Ohio

* 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.

**Education**

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

**Microsoft Certified Professional /** Columbus, Ohio

**Volunteering Activities**

2013 - 2022

**Pantry Assistant/** Mid-Ohio Foodbank

Poverty Alleviation

2008 - 2018

**Voter Registration/** HeadCount.org

Nonpartisan Civil Rights and Social Action