

# Kristin Reagle

## Senior Technical Writer

Experienced Senior Technical Writer with 10+ years translating complex technical concepts into actionable, user-centered content across cloud-native platforms, security tools, and developer workflows. Proven ability to partner with engineers, analysts, and product teams to produce clear, impactful documentation — including API references, threat modeling guides, and user-focused technical narratives. Skilled in docs-as-code, version control (Git/GitHub), and collaborating in fast-paced, cross-functional environments. Strong passion for cybersecurity, threat intelligence, and advancing digital safety through effective communication.

📍 Pittsburgh, United States

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🌐 [www.linkedin.com/in/kristin-reagle](https://www.linkedin.com/in/kristin-reagle) (LinkedIn)

## Work **Amazon Web Services**

### Senior Technical Writer

Oct 2022 – Present

- Created and maintained high-quality content for AWS services, including AWS IAM Identity Center, AWS Resource Access Manager, AWS Resource Explorer, AWS Resource Groups, AWS Tag Editor, and Service Quotas — addressing access control, policy configuration, and service quotas
- Reframed documentation using user-centered tasks and security-first perspectives to enhance developer adoption and reduce friction during onboarding
- Influenced product and UX design through early-stage review of security features; delivered guidance on UI copy, incident messaging, and secure defaults
- Contributed to training data for Amazon Q (LLM) and implemented improvements to content readability and semantic accuracy for AI models
- Led efforts to revise legacy documentation for clarity, SEO, and alignment with AWS's secure-by-default principles
- Used Git (CLI) and GitHub for version control and docs-as-code; contributed to CI/CD documentation pipeline
- Partnered with engineers and PMs to ensure accuracy and depth in user guides, API docs, and troubleshooting procedures

## **Seegrid Corporation**

### Technical Writer

Dec 2019 – Jul 2022

- Launched both internal and external documentation portals (Help Center, KB) for a robotics platform within the first year
- Translated complex robotics workflows, APIs, and safety features into modular, mobile-optimized content using Figma and Miro
- Reduced support load by 35% by converting 300+ pages of dense manuals into searchable, user-friendly articles
- Collaborated with firmware engineers and security analysts to document system behavior, update protocols, and user authentication flows

- Created SOPs and internal playbooks for diagnostics and field troubleshooting of autonomous mobile robots

## BathCraft

Technical Communicator

Aug 2015 – Dec 2019

- Developed installation guides and marketing copy for home improvement products targeting DIY and professional audiences
- Adapted tone and content structure based on user technical literacy; increased product sales by 400% through strategic content optimization
- Authored dual-version manuals and supported release readiness through collaborative project cycles with design and customer support

Education

University of Pittsburgh

English Writing

Bachelor of Arts

## Skills

### Technical Writing

Technical documentation

User manuals    Online Help

API documentation

Developer documentation

Solution Architect documentation

Instructional Guides

SOP (Standard Operating Procedures)

Release Notes    Whitepapers

Tutorials

### Core Competencies

Content development

Doc planning    Audience analysis

Information architecture

Content strategy

Software development lifecycle

Docs-as-code    CI/CD pipeline

Open source documentation

LLM optimization

### Domain Knowledge

Enterprise software    Cloud

Robotics    SaaS

Open-source software

Cybersecurity    CloudWatch

### Tools & Software

Microsoft Word    Oxygen

Adobe FrameMaker

DITA (Darwin Information Typing Architecture)

Confluence    Jira    XML    HTML

GitHub    Markdown    Miro

Figma    YouTrack    Google Suite

### Soft Skills

Collaboration

Communication Skills

Problem Solving    Detail-Oriented

Critical Thinking

Project Management

Risk mitigation,

Conflict resolution    Leadership

Time Management