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.

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⚲ Portfolio (password: k3c7b11r27)

in 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