Kristin Reagle
Senior Technical Writer

Experienced Senior Technical Writer with a strong background in creating high-quality, developer-focused documentation for complex, cloud-native software platforms and robotics. Skilled in working within fast-paced, open-source environments and collaborating cross-functionally with engineers, product managers, and developer advocates to deliver clear, accurate, and user-centered content. Proficient in docs-as-code workflows and version control systems like Git and GitHub. Adept at translating technical concepts into accessible documentation, including API references, user guides, getting started guides, and tutorials. Passionate about observability technologies and committed to enhancing the user experience through scalable, well-structured documentation.

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in www.linkedin.com/in/kristin-reagle (LinkedIn)

Work

Amazon Web Services

Senior Technical Writer
Oct 2022 – Present

- Created SEO-friendly content, API references, and code samples for AWS Resource Access Manager, AWS IAM Identity Center, AWS Resource Explorer, AWS Resource Groups, AWS Tag Editor, and Service Quotas
- Refactored content around jobs to be done for a better customer experience
- Work upstream with engineers to focus on the user experience for new features and AWS service launches
- Influenced product design for new features and functionality in the AWS console
- Helped tag and curate data used to train Amazon Q
- Revised content to optimize LLM usage
- Managed multiple packages and feature branches using command line Git source control
- Collaborated with cross-functional teams and subject matter experts (SMEs) to ensure accurate technical content
- Reviewed product planning and design documents to provide feedback and customer-facing text
- Created and maintained documentation as code (docs-as-code)

Seegrid Corporation

Technical Writer
Dec 2019 – Jul 2022

- Developed and maintained technical documentation on complex robotics topics and software using Microsoft Word and Adobe FrameMaker
- Launched an internal Knowledge Base and customer-facing Help Center in less than a year with a lean team
- Learned Adobe FrameMaker and Photoshop live while producing content in the first two months of the job

- Designed documentation templates to increase usability on mobile devices using Figma and Miro
- Revised dense 300-page manuals into bite-sized, user-friendly articles
- Collaborated with subject matter experts (SMEs) across functions to create high-value, quality content

BathCraft

Technical Communicator

Aug 2015 – Dec 2019

- Wrote and released product marketing copy for use on Lowes website
- Produced two versions of each manual, matching tone for professional installers and the DIY audience
- Increased sales by 400% with my marketing efforts

Education

University of Pittsburgh

English Writing

Bachelor of Arts

Skills

Technical Writing

Technical documentation

User manuals   Online Help

API 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

Domain Knowledge

Enterprise software   Cloud

Robotics   SaaS

Open-source software

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   Leadership

Time Management