

Kristina (Tina) Shirk

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Education

[M.S. Scientific and Technical Communication](#) | University of Minnesota - Twin Cities, 2019

[B.S. English Linguistics](#) | University of Wisconsin - Madison, 2017

Technical Skills

- Multimedia & Video: Premiere Pro, After Effects, Camtasia, Veed, Storylane, WalkMe
 - Content Development: XML, DITA, Markdown, Oxygen, FrameMaker, Paligo
 - API & Dev Docs: YAML, OpenAPI, Swagger UI, Postman, Jira, ADO
 - Web Development: HTML, CSS, JavaScript, Python, Jekyll, WordPress
 - Design & Productivity: Adobe Creative Suite, Figma, Microsoft Office, Notion
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Professional Experience

OnePlan Solutions - San Marcos, CA

[Knowledge Architect](#) | March 2025 - Present; [Technical Writer](#) | July 2021 - March 2025

- Created and maintained user-focused technical documentation for OnePlan's SaaS solutions.
- Produced high-impact explainer videos to demystify complex product features and drive user engagement.
- Built and managed [OnePlan Academy](#), a scalable LMS platform delivering structured learning paths for customers, partners, and internal teams.
- Spearheaded the implementation of single-source authoring tools and modular content strategies, enabling efficient content reuse across multiple delivery channels.
- Architected and maintained a unified knowledge ecosystem spanning in-product help, AI assistant content, [support portal](#), LMS, and [live training](#)—enhancing discoverability and user self-sufficiency.
- Developed multi-modal learning experiences tailored to diverse user personas, improving onboarding, feature adoption, and customer satisfaction.
- Partnered with product, sales, and customer success teams to ensure knowledge assets evolve in sync with product releases and user feedback.

Graco Inc. - Minneapolis, MN

[Technical Writer](#) | 2019 - 2021; [Technical Writing Intern](#) | Summer - Fall 2019

- Authored user-focused technical materials for Graco products in accordance with corporate, engineering, and legal standards.
- Managed the translation process for technical material to improve the user experience of Graco customers worldwide.

University of Minnesota - Minneapolis, MN

[Teaching Assistant](#) | Fall 2019

- Mentored graduate and undergraduate students to develop technical skills with digital writing and web development tools including git, GitHub, HTML, CSS, XML, and DITA.
- Developed a [dynamic course website](#) to supplement in-class learning and assist students with their project work.