MELISSA KINSEY

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SUMMARY

I'm a dynamic writer and content developer with extensive experience creating technical documentation and training for global audiences. I launched the first generative AI course at Amazon Alexa, started a thriving Slack channel that's grown to 4,000 members, and serve as a Doc Bar Raiser team lead. I handle all Alexa Music, Radio, and Podcasts documentation and lead strategic initiatives for Alexa Learning Lab, demonstrating my strong bias for action and commitment to innovation.

COMPETENCIES

- Conceptualize and guide content strategy
- Develop and launch engineering courses, presentations, and other training content
- Produce user guides, tutorials, wikis, READMEs, style guides, and templates for internal stakeholders and external users
- Write complex developer documentation
- Create presentation-quality infographics
- Determine the look and feel of digital assets
- Write persuasive blog posts and marketing copy
- Design sophisticated prompts for large language models and generative AI
- Inspire active social media engagement

TECHNICAL SKILLS

- OpenAPI, SwaggerHub, Postman
- Javascript, JSON, Markdown, YAML
- Git, GitLab, GitHub, CLI
- HTML/CSS, XML
- Photoshop, Illustrator (Adobe Creative Suite)
- Jira (Agile delivery), SIM, and Confluence
- LMS platforms for delivery of education and training

PROFESSIONAL DEVELOPMENT

Columbia University Engineering Full-Stack Boot Camp
Finished April 2021 (24-week part-time program)

- Curriculum covered HTML/CSS, Bootstrap, Javascript, JSON, jQuery, Express, React, Node, Next.js, MongoDB, MySQL, Sequelize, and Heroku

Responsive Web Design Certification

- freeCodeCamp

AWS Cloud Practitioner Essentials Curriculum: Second Edition

- Amazon Web Services Training and Certification

Coursera

- Site Reliability Engineering (Google Cloud)

Udemy

- ChatGPT, Midjourney, DALL-E 3 & APIs - The Complete Guide

Sr. Technical Curriculum Developer
Amazon Alexa Learning Lab (ALL), Seattle, Washington (remote)
April 2023 to the present

- Volunteered to step in during a crunch and ended up transitioning to team (50/50 ALL/Tech Docs)
- Design, prepare, and launch innovative training for external Alexa skill developers
- Wrote and launched Amazon's first LLMs training course, with a net promoter score (NPS) of 77
- Serve on the Alexa Design Guide editorial board

Sr. Technical Writer
Amazon Alexa, Seattle, Washington (remote)
November 2021 to the present

- Own and optimize technical documentation in three key areas: Alexa Conversations, Alexa Connect Kit, and Alexa Music, Radio, and Podcast Skills
- Earned Amazon Doc[ument] Bar Raiser certification and serve as a team lead

Sr. API Technical Writer
Equinix, Sunnyvale, California (remote)
April 2021 to November 2021

- Served as lead API technical writer for the company's flagship product, Equinix Fabric

Sr. API Technical Writer
Charter Communications (branded as "Spectrum"), St. Louis, Missouri
May 2020 to April 2021

- Prepared documentation for enterprise partners implementing Spectrum's new ordering API

Sr. Technical Writer
Bayer Crop Science/The Climate Corporation, St. Louis, Missouri
October 2018 to May 2020

- Developed new engineering onboarding program and documented Bayer's digital farming API

Technical & Medical Writing Lead
Nicholson & Stillwell Publishing Associates, St. Louis, Missouri
April 2005 to October 2018

- Managed a staff of contract tech writers, copyeditors, proofreaders, and image researchers

Acquisitions Editor, Nursing
Thomson Reuters, Albany, New York
May 2004 to April 2005

- Supported backlist and signed new authors to write nursing textbooks

Commissioning Editor, Dentistry and Aviation
Wiley-Blackwell Publishing, Ames, Iowa
April 2003 to May 2004

- Supported backlist and signed new authors to write dentistry and aviation textbooks

Sr. Developmental Editor, Health Education
McGraw-Hill Higher Education, St. Louis, Missouri
November 1996 to March 2003

- Developed content for market-leading college health and wellness textbooks

TEACHING EXPERIENCE

English Composition Instructor
Saint Louis University, St. Louis, Missouri

English Composition Instructor
Southwestern Illinois College, Belleville, Illinois

EDUCATION

M.A., American literature
Saint Louis University, St. Louis, Missouri

B.A., cum laude, English
Saint Louis University, St. Louis, Missouri