MELISSA KINSEY
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SUMMARY

I'm a dynamic technical writer and content developer with extensive experience creating 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 tech docs and guide strategic initiatives for Alexa Learning Lab, demonstrating my strong bias for action and commitment to innovation.

COMPETENCIES

- Conceptualize and execute content strategy
- Develop and launch engineering courses, presentations, and key training content
- Design user guides, tutorials, wikis, style guides, and templates for internal stakeholders and external users
- Write complex developer documentation
- Create presentation-quality graphics
- Determine the look and feel of digital assets
- Craft effective generative AI/LLM prompts
- Write compelling proposals for new features, products, and services
- Research and analyze industry trends

TECHNICAL SKILLS

- OpenAPI, SwaggerHub, Postman
- Javascript (read), JSON, Markdown
- Git, GitLab, GitHub, CLI
- HTML/CSS, XML
- Photoshop, Illustrator (Adobe Creative Suite)
- Jira, SIM, and Confluence as part of CI/CD
- CMS/LMS delivery platforms
- Qualtrics

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

- Generative AI with Large Language Models (AWS and DeepLearning.AI) – enrolled
- Site Reliability Engineering (Google Cloud)

Udemy

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

Sr. Technical Writer and Curriculum Developer
Amazon (Devices & Services – Alexa), Seattle, Washington (remote)
November 2021 to the present

- Stepped in to help ALL during a crunch and then transitioned to the team (50/50 Tech Docs/ALL)
- 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
- Create technical documentation for three key areas: Alexa Conversations, Alexa Connect Kit, and Alexa Music, Radio, and Podcast Skills
- Earned Amazon Document Bar Raiser certification and serve as a team lead
- Serve on the Alexa Design Guide editorial board

Sr. API Technical Writer
Equinix, Sunnyvale, California (remote) and Spectrum, St. Louis, Missouri
May 2020 to November 2021

- Served as lead API technical writer for Equinix Fabric
- Prepared documentation for 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 Manager
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, Dentistry, and Aviation
Thomson Reuters, Albany, New York, and Wiley-Blackwell Publishing, Ames, Iowa
April 2003 to April 2005

- Supported backlist and signed new authors to write nursing, dentistry, and aviation textbooks and courseware, such as test banks and study guides
- Worked with authors and other SMEs to organize, develop, and present engaging content

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

English Composition Instructor
Southwestern Illinois College, Belleville, Illinois

M.A., English (literature)
Saint Louis University, St. Louis, Missouri

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