

GARRETT GUILLOTTE

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TECHNICAL WRITER

Puppet, Inc.,
Portland, Ore.
June 2015–present

- Writes and maintains documentation for Puppet open source and proprietary product lines, including the Puppet Enterprise AWS Marketplace image
- Plans and builds team-wide DITA migration and publishing processes

CUSTOMER SUPPORT & TECHNICAL DOCUMENTATION

EditShare, Inc.,
Allston, Mass.
February 2012–June 2015

- Provided remote and on-site customer support for Linux media collaboration and asset management servers
- Updated product manuals and customer-facing release documentation
- Diagnosed and reported software bugs to development teams

CUSTOMER SUPPORT & EMPLOYEE TRAINING

HubSpot, Inc.,
Cambridge, Mass.
August 2010–November 2011

- Planned, launched, developed, and executed new-hire onboarding and staff development programs
- Authored dozens of pieces of product and process documentation for a web publishing and marketing suite
- Provided remote support for marketing automation and hosted content management services

FRONT PAGE DESIGN, COPY EDITING, & PAGINATION

American Press,
Lake Charles, La.
May 2003–September 2006,
June 2007–August 2010

Daily Advertiser,
Lafayette, La.
October 2006–May 2007

- Budgeted, edited, and paginated stories for daily newspapers with circulations of more than 70,000
- Designed photo illustrations, charts, and graphics on deadline

PUBLICATION

TECHNICAL WRITING & EDITING

Puppet Agent, Puppet Server, Puppet Enterprise AWS AMI, and Puppet Plugin for VMware vRealize Automation
Markdown, Bootstrap, JIRA, Git, Jekyll, easyDITA, DITA Open Toolkit

Editor's and Administrator's Guides

EditShare 7 Storage, Flow, and Ark
Microsoft Word, Adobe FrameMaker, Adobe Acrobat, Redmine

INDUSTRY ANALYSIS

2015 & 2016 DevOps Salary Reports

Writing and editing
Microsoft Word, Google Docs

BOOK PRODUCTION

Redemption, Redemption:

The Deployment Companion

Silent Spirits Game Studio, 2014-2016
Editing and layout (freelance)
OpenOffice, Adobe InDesign

Pathfinder Roleplaying Game lines

Paizo, Inc., 2014-2016
Writing, editing, game design (freelance)
Microsoft Word

EDUCATION

BACHELOR OF LIBERAL ARTS

Journalism; English minor
Northwestern (La.) State University
August 1999–December 2004