Tiffany S. Patek

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Summary

Principal API Technical Writer and Publications Developer with extensive experience working in a cloud-based SaaS Agile development environment.

Possesses top-quality research and interview skills, and is exceptionally organized, detailed, and efficient. Has an extremely high technical aptitude and enjoys learning the nuts and bolts of complicated systems. Excels at API documentation.

Proficient at developing Node server-side and static site generated applications. Skills include HTML5/CSS Grid, TypeScript, ES6+, CommonJS/RequireJS/Native JS Modules, Asynchronous JavaScript (Promises), React, NextJS, Firebase, MongoDB, Sequelize, PostgreSQL, MySQL, AWS EC2/S3, and CI/CD pipelines.

Partially completed a Computer Science degree at Georgia State University.

https://github.com/tspatek

https://www.linkedin.com/in/tiffanypatek/

Skills/Knowledge

- HTML/CSS Grid
- Bootstrap
- React
- TypeScript
- ES6+
- Server-side Node
- Static Site Generated Node
- NextJS
- Metalsmith
- RequireJS
- CommonJS
- Asynchronous JS (Promises)
- JQuery
- Ajax (Fetch/Axios)
- SuiteScript 1.0/2.0
- OAuth/OIDC
- Java
- C#
- REST/SOAP
- JSON
- YAML
- XML
- MySQL
- PostgreSQL
- Sequelize
- MongoDB
- Firebase
- Unix/Linux/Solaris
- MacOS
- Perforce
- Git
- Github
- GitLab
- Visual Studio Code
- Visual Studio Code Extension Development
- Visual Studio
- Sublime
- Eclipse
- Vim
- AWS EC2/S3
- Apache
- Postman
- Postman API
- Confluence
- Agile (Kanban/Scrum)
- Scrum Master
- JIRA
- VersionOne
- Bugzilla
- SNMP
- Docs As Code
- Markdown
- JSDoc
- JavaDoc
- OpenAPI/Swagger
- Arbortext Editor
- DocBook 5
- MS Office
- Google G Suite
- Unstructured FrameMaker
- Structured FrameMaker
- Acrobat Professional
- Visio
- FluidUI
- LucidChart
- SnagIt
- Photoshop
- Lightroom

Professional Experience

Ping Identity

Senior API Technical Writer and Publications Developer
February 2020 – Present

Responsibilities

- Develop and maintain API Documentation GitLab Node CI/CD pipeline. When writers merge their Postman JSON and Markdown files to origin, the merged files are processed through the pipeline. The build runs and the HTML API documentation is hosted on an AWS EC2 S3 bucket. The pipeline is a static site generated Node application that uses [Metalsmith](.).
- Develop and maintain private Typescript VSCode extension. This extension enables the technical writers to pull Markdown content into the Postman JSON for debugging without merging to origin.
- Use Postman, VSCode, Markdown, Git, and GitLab to create/maintain and publish REST API documentation for internal and external developers.
- Create and maintain master document collections in Postman. A collection contains all applicable API requests. Each request includes verb, endpoint, query parameters (if applicable), and request body (if applicable).
- Create and execute JavaScript test scripts in Postman to verify API functionality.
- Run individual requests in Postman to create sample responses and sample errors.

NetSuite/Oracle

Manager and Lead JavaScript API Technical Writer
February 2013 – July 2018

Responsibilities:

- Serve as Technical Publications Manager and team lead for proprietary server and client-side JavaScript API (SuiteScript).
- Design and manage the creation of an extensive new help set for SuiteScript 2.0. SuiteScript 2.0 is the next generation, modular version of SuiteScript (based on RequireJS).
- Create and maintain significant portions of new SuiteScript 2.0 help set.
- Script, test, and maintain code samples for SuiteScript 2.0 help set.
- Refactor the entire SuiteScript help set for usability and extensibility.
- Work with development to create a help system that automatically pulls API signatures and JSDoc comments from source code into XML files.
- Serve as consultant and panelist for all SuiteScript user-facing new feature training.
- Serve as scrum master for SuiteScript technical writers. Plan sprints, maintain JIRA project, and ensure that user stories are updated and closed on schedule.
- Train and mentor all writers who work on SuiteScript.
- Advise developers on all user-facing aspects of SuiteScript. This includes new and updated APIs, error codes/messages, and UI pages.
- Create and maintain style guide and Confluence pages for SuiteScript writers.

Ericsson

Head of Product Documentation
March 2010 – February 2013

Responsibilities:

- Manage a department of over 10 permanent and contract technical writers/editors.
- Spearhead and manage the conversion of all product documentation from Adobe FrameMaker to XML-based Arbortext Editor.
- Reconstruct the standard set of product documents published with each new release.
- Initiate extensive process overhaul to more efficiently manage growing number of deliverables due to Agile implementation.
- Serve as project manager and product manager for rapidly growing department in an extremely fast-paced environment.
- Interface with other departments and executives within Ericsson to ensure the department is up to date on and involved with company-wide initiatives.

Lead Technical Writer
May 2005 – March 2010

Responsibilities:

- Serve as lead and project manager for contract technical writers assigned to Ericsson Television's flagship Video on Demand back-office system.
- Produce Linux and Solaris command-line based software upgrade and installation guides for internal/external use.
- Develop Linux and Solaris system administrator guides and configuration guides, Oracle data dictionaries and backup/restore guides, and SNMP reference guides for internal/external use.
- Create REST API documents for third-party developers integrating with Ericsson Television systems.
- Produce customer-facing release notes and user guides.
- Produce site surveys used to exchange the information necessary (IP addresses, power requirements, rack space requirements, etc.) to perform new installations.
- Create process diagrams for ISO 9001 certification.
- Develop new templates for internal/external documentation.
- Create and maintain document repository and tools website utilized by operational support organization.

Education

Bachelor of Arts in Psychology – University of Georgia

Hobbies

Photography (https://500px.com/tdsloan), neuroscience, knitting, and camping/hiking