

# Tiffany Patek

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## Summary

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I'm a Senior and Lead Technical Writer with extensive experience working in a cloud SaaS Agile development environment. I possess top-quality research and interview skills, and I'm exceptionally organized, detailed, and efficient. I've got an extremely high technical aptitude and I enjoy learning the nuts and bolts of complicated internal and external systems. In fact, I code Node.js applications in my spare time.

I'm also an accomplished leader, but I've got experience in an assortment of environments. I've built documentation systems from scratch as the first technical writer at a startup. I've worked with several other senior writers as a team at a mid-sized company. I've built large documentation departments from scratch after multiple corporate acquisitions. I've come in as the sole technical writer and then transitioned from an individual contributor to a manager and lead of a small group. I've trained myself in most of these situations.

I've learned a lot from my years in the software industry. I love learning and utilizing new technologies, but I also love learning about and working with different personalities and cultures. I've worked with many people in different countries, as an on-site and remote employee. This has not only made me a better employee, but a better person.

I'm passionate about my craft and about learning. Therefore, I typically end up mentoring others, whether they're technical writers, developers, or executives. I'm very opinionated about understanding audiences, optimal software and document design, and SEO. I'm an evangelist for the user.

<https://github.com/tspatek>

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

## Skills and Knowledge

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|------------------------|-----------------------|--------------------------------|
| • Docs As Code         | • Confluence          | • SCIM                         |
| • Markdown             | • JIRA                | • JSON                         |
| • JSDoc                | • TypeScript          | • YAML                         |
| • JavaDoc              | • JavaScript (ES6+)   | • XML                          |
| • OpenAPI/Swagger      | • SuiteScript 1.0/2.x | • MySQL                        |
| • JavaScript API Doc   | • Node.js             | • PostgreSQL                   |
| • iOS Swift SDK        | • Next.js             | • Sequelize                    |
| • Android Java SDK     | • Metalsmith          | • MongoDB                      |
| • Arbortext XML Editor | • RequireJS           | • Firebase                     |
| • FrameMaker           | • CommonJS            | • Perforce                     |
| • Adobe Acrobat        | • jQuery              | • Command Line Git             |
| • Visio                | • Ajax (Fetch/Axios)  | • Github                       |
| • FluidUI              | • HTML                | • GitLab                       |
| • LucidChart           | • CSS                 | • VSCode                       |
| • SnagIt               | • SCSS                | • VSCode Extension Development |
| • Lightroom            | • Bootstrap           | • AWS EC2                      |
| • Postman              | • React               | • AWS S3                       |
| • Postman API          | • OAuth/OIDC          | • Azure DevOps                 |
| • Agile Scrum Master   | • CI/CD               | • Apache                       |
|                        | • REST                |                                |

## ***Professional Experience***

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### **Career Break**

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#### **Professional and Personal Development**

November 2021 – Present

##### **Experiences**

- Serve as estate administrator after mother's death.
- Expand development skills.
- Travel throughout the US and other countries.
- Commence home improvements.
- Catch up on hobbies.

### **Ping Identity**

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#### **Senior API Technical Writer and Developer**

February 2020 – November 2021

##### **Responsibilities**

- Maintain API Documentation GitLab CI/CD pipeline. The pipeline is a Node.js application that uses the Metalsmith static site generator. When writers merge their exported Postman JSON and Markdown files to origin, the merged JSON and Markdown files are processed through the pipeline. The output website files are installed on an AWS S3 cloud storage instance. The HTML build runs and is hosted on an AWS EC2 cloud web service instance.
- Develop and maintain Typescript VSCode extension. API technical writers use Postman to create the infrastructure for a document set; they write their content in Markdown. This extension enables the technical writers to add their local Markdown content into their local Postman JSON. This is useful for troubleshooting a failed build.
- Use Postman, VSCode, Markdown, command line Git, and GitLab to create, maintain, and publish REST API documentation for cloud Identity Access Management product.
- Produce Swift iOS SDK and Java Android SDK documentation.
- Test REST requests and their dependencies in Postman.
- Create sample responses and errors in Postman.
- Create and execute JavaScript test scripts in Postman.
- Create and maintain master document collections in Postman.

### **Career Break**

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#### **Full Time Caregiver**

July 2018 – February 2020

##### **Responsibilities**

Serve as full time caregiver for elderly, disabled mother.

### **NetSuite -> Oracle**

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#### **Manager and Lead JavaScript API Technical Writer**

February 2013 – July 2018

##### **Responsibilities:**

- Serve as technical publications manager and team lead for JavaScript (SuiteScript) API.
- Design, implement, and manage the creation of an extensive new help set for SuiteScript 2.0.
- Refactor the entire SuiteScript 1.0 help set for usability and extensibility.
- Create and maintain significant portions of new SuiteScript 2.0 help set content.
- Script, test, and maintain code samples for SuiteScript 2.0 help set.
- Review bug fix, minor, and major release code with developers for usability.
- 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 internal SuiteScript new feature training.
- Train and mentor all writers working on SuiteScript.
- Serve as scrum master for SuiteScript technical writers. Administered JIRA project for group.
- Create and maintain style guide and Confluence pages for SuiteScript writers. Administered SuiteScript Site for program managers, developers, QA, and writers.

## **N2BB -> Tandberg -> Ericsson**

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### **Head of Documentation (Ericsson Media)**

March 2010 – February 2013

#### **Responsibilities:**

- Create a department of over 20 technical writers and editors after Ericsson acquisition.
- Spearhead and manage the conversion of all product documentation from unstructured Adobe FrameMaker to XML based Arbortext Editor.
- Design and implement the new standard set of product documents published with each new release.
- Initiate extensive process overhaul to manage growing number of deliverables more efficiently 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.
- Interface with other Ericsson documentation organizations in the US and other countries (including the home office in Sweden).

### **Lead Technical Writer**

May 2005 – March 2010

#### **Responsibilities:**

- Serve a first technical writer for startup N2BB DevOps group.
- Serve as lieutenant to DevOps Product Manager.
- Create and maintain technical publication system and tools website for DevOps.
- Produce Linux command-line installation and upgrade guides for DevOps.
- Produce DevOps survey templates to obtain IP addresses, power requirements, rack space requirements, etc. from customers.
- Travel with DevOps engineers to customer installations and upgrades.
- Serve as lead and project manager for technical writers assigned to Tandberg flagship video management system.
- Develop Linux system administrator guides and configuration guides, relational database management system (RDBMS) data dictionaries and backup/restore guides, and monitoring reference guides for external developers and administrators.
- Create REST API references, conceptual documents, and code examples for external developers.
- Produce release notes and user guides.
- Give advice and feedback for ISO 9001 certification.
- Create process diagrams for ISO 9001 certification.
- Develop new templates for internal and external documentation.

## **Education**

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- Bachelor of Arts in Psychology – University of Georgia
- Bachelor of Science in Computer Science – Georgia State University (partially completed)

## **Hobbies**

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Photography (<https://tdsloan.500px.photography>), development, knitting, and camping/hiking