

Tiffany Patek

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Summary

I'm a Technical Publications Professional 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.

I'm an accomplished leader, but I've got experience in an assortment of environments. I've built documentation systems 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 after multiple corporate acquisitions. I've come in as the sole technical writer. I've transitioned from an individual contributor to a manager. 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 as a technical writer. 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.

[Writing Samples \(GitHub\)](#)

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

Skills and Knowledge

- Docs As Code
- Markdown
- JSDoc
- JavaDoc
- OpenAPI/Swagger
- JavaScript API Doc
- iOS Swift SDK Doc
- Android Java SDK Doc
- Relational Database Doc
- NoSQL Database Doc
- Linux Administration Doc
- User Doc
- Release Notes
- Internal DevOps Doc
- Software Design Doc
- UX Doc
- Editing
- Style Guide Creation
- Agile Scrum Master
- Confluence
- JIRA
- Arbortext XML Editor
- FrameMaker
- Adobe Acrobat
- Figma
- FluidUI
- LucidChart
- SnagIt
- Lightroom
- Postman
- Postman API
- TypeScript
- JavaScript (ES6+)
- Node.js
- RequireJS
- CommonJS
- Native JS Modules
- jQuery
- Ajax (Fetch/Axios)
- React
- HTML
- CSS
- SCSS
- Bootstrap
- OAuth/OIDC
- CI/CD
- GraphQL
- REST
- SCIM
- JSON
- YAML
- XML
- PostgreSQL
- Sequelize
- MongoDB
- Firebase
- Perforce
- Github
- GitLab
- Command Line Git
- VSCode
- VSCode Extension Development
- AWS EC2
- AWS S3
- Azure DevOps
- Apache

Professional Experience

MX

Senior Technical Writer, Data and Data Governance

September 2023 – April 2024 (Full Time)

Accomplishments

- Create database dictionary templates for 20+ PostgreSQL databases.
- Develop and maintain data dictionaries for PostgreSQL databases.
- Maintain Confluence site where data dictionaries are published.

Ping Identity

Senior API Technical Writer and Developer

February 2020 – November 2021 (Full Time)

Accomplishments

- Maintain API Documentation GitLab CI/CD pipeline. The pipeline is a Node.js application that uses the Metalsmith static site generator. When writers push their exported Postman JSON and Markdown files to origin, the origin files are processed through the pipeline. The API doc site files are then exported to an AWS S3 bucket. The site is then built and published.
- Develop and maintain a Typescript VSCode Extension that uses the Postman API. API technical writers use Postman Collections to create the infrastructure for each 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 without re-pushing files to GitLab origin.
- 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.

Oracle

Manager and Lead JavaScript API Technical Writer (NetSuite)

February 2013 – July 2018 (Full Time)

Accomplishments

- 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 site for SuiteScript writers. Administer Confluence site for program managers, developers, QA, and writers.

Ericsson

Manager and Lead Technical Writer (Ericsson Media)

March 2010 – February 2013 (Full Time)

Accomplishments

- Create a department of over 10 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, including the home office in Sweden, to ensure the department is up to date on and involved with company-wide initiatives.

Lead Technical Writer (Ericsson Media)

May 2005 – March 2010 (Full Time)

Accomplishments

- 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 other technical writers
- Develop Linux system administrator guides and configuration guides, 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.

Ascom Sweden AB

Senior Technical Writer

April 2001 - May 2005 (Full Time)

Accomplishments

- Manage documentation and training for multi-million dollar parking, fares, and tolls projects.
- Create user guides and training materials.
- Produce Linux and UI administrator guides.
- Develop system architecture and software design documents.
- Create project bid proposals.
- Produce SDK guides for internal developers.
- Create SOAP API documents for external developers.
- Develop software and hardware QA test plans for pre-delivery, installation, and post-installation.
- Produce hardware assembly and maintenance manuals for internal and external technicians.
- Provide on-site customer training for groups of 15 plus users.

Merck (Serologicals)

Technical Writer

March 1999 – April 2001 (Full Time)

Accomplishments

- Produce standard operating procedures (SOPs) and processes for blood plasma testing laboratory.
- Create user guides and maintenance guides for equipment and software used in the testing process.
- Develop and implement new change control process and records maintenance process to comply with regulatory requirements.
- Develop instructional material for laboratory training.
- Manage Document Control Department, maintaining all documentation, training records, test results, equipment calibration records, test assay reference materials, and internal/external audit results.
- Assist Quality Control Manager with internal and external audits performed by the FDA, State of Georgia, ISO, and German Health Authority.
- Design, develop, and maintain all databases used for document version control and records maintenance.

Education

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

Hobbies

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