Tiffany Patek

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Summary

Principal/Lead Technical Writer and Publications Manager 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. Codes Node.js applications in her spare time.

Loves mentoring others on technical writing, whether they are technical writers or developers. Is passionate about understanding her audience, optimal document design, and writing for SEO.

https://github.com/tspatek

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

Skills/Knowledge

- Docs As Code
- Markdown
- JSDoc
- JavaDoc
- JavaScript API
- Android Java SDK
- iOS Swift SDK
- REST API
- SCIM
- OpenAPI/Swagger
- Epic Arbortext Editor
- DocBook 5
- MS Office
- Google G Suite
- Unstructured FrameMaker
- Structured FrameMaker
- Adobe Acrobat Professional
- Visio
- FluidUI
- LucidChart
- SnagIt
- PaintShop Pro
- Photoshop
- Lightroom
- Postman
- Postman API
- Agile Scrum Master
- Confluence (Site Admin)
- JIRA (Project Admin)
- HTML
- CSS
- SCSS
- Bootstrap
- React
- TypeScript
- JavaScript (ES6+)
- Server-side Node
- Static Site Generated Node
- Next.js
- Metalsmith
- RequireJS
- CommonJS
- Asynchronous JS (Promises)
- jQuery
- Ajax (Fetch/Axios)
- SuiteScript 1.0/2.0
- OAuth/OIDC
- JSON
- YAML
- XML
- CI/CD
- MySQL
- PostgreSQL
- Sequelize
- MongoDB
- Firebase
- Unix/Linux
- MacOS
- Perforce
- Command Line Git
- Github
- GitLab
- Visual Studio Code (VSCode)
- VSCode Extension Development
- AWS EC2 Cloud Web Service
- AWS S3 Cloud Storage Service
- Apache

Professional Experience

Career Break

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 (Remote)

Senior API Technical Writer
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 content files to origin, the merged files are processed through the pipeline and installed on an AWS S3 cloud storage instance. The HTML build runs on an AWS EC2 cloud web service instance.
- Develop and maintain private Typescript VSCode extension. This extension enables the technical writers to pull Markdown content into the exported Postman JSON for debugging without merging to origin.
- Use Postman, VSCode, Markdown, command line Git, and GitLab to create/maintain and publish REST API documentation for internal and external developers.
- Test individual requests and their individual dependency requests in Postman to test individual endpoints and to create sample responses and sample errors.
- Create and execute JavaScript test scripts in Postman to verify API functionality.
- Create and maintain master document collections in Postman. A collection contains all applicable API requests. Each request topic includes verb (GET, POST, PUT, PATCH, and DELETE), endpoint, request body (if applicable), query parameters (if applicable), SCIM filters (if applicable), and JSON response (if applicable).

Career Break

Full Time Caregiver
July 2018 – February 2020

Responsibilities

- Serve as full time caregiver for elderly, disabled mother.

Oracle - NetSuite Division (Remote)

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 1.0 and 2.0).
- Design, implement, 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 the AMD specification - RequireJS).
- Refactor the entire SuiteScript help set for usability and extensibility.
- Create and maintain significant portions of new SuiteScript 2.0 help set.
- Script, test, and maintain code samples for SuiteScript 2.0 help set.

- 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 projects, and ensure that epics, user stories, and tasks 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 module code, custom error codes/messages, and UI pages.
- Create and maintain style guide and Confluence pages for SuiteScript writers.

Ericsson - Media Division

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 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 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.
- 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 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 SOAP and 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 obtain the information necessary (IP addresses, power requirements, rack space requirements, etc.) to perform new installations.
- Give advice and feedback for ISO 9001 certification.
- 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
- Bachelor of Science in Computer Science – Georgia State University (partially completed)

Hobbies

Photography https://tdsloan.500px.photography), reading non-fiction, knitting, and camping/hiking