# Sarah Corleissen

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## Profile

- Technical writer with 13+ years of writing and curating developer documentation for a global audience, defining content strategy, tooling and AI use, information architecture, and content ecosystems for multiple companies.
- Effective team lead with 6 years managing and mentoring technical staff in multiple open source and for-profit organizations, such as the Linux Foundation, Stripe, Cisco, Github, and Rackspace
- Industry-recognized expertise at building and collaborating with global teams to make trustworthy content that drives product adoption

## Experience

### Head of Documentation, Isovalent at Cisco (2023 - 2025)
- Defined Isovalent's documentation strategy, including code samples, AI use policy, and the website technical stack, improving documentation velocity by ~60%
- Tested and revised code samples for enterprise deployments of Cilium
- Tested and refactored high-traffic, most-used sections of downstream OSS documentation, improving navigation and search for human and agentic consumption
- Established a style guide for Cilium enterprise grade, upstreamed to OSS project, reducing documentation review time by 50%
- Refactored enterprise documentation to positive customer and developer reviews, increasing support deflections by 30%
- Trained a peer writer and multiple developers at Isovalent to make effective doc contributions and advocate for doc policy
- Set up Google Analytics to drive documentation decisions with precise data

### Staff Technical Writer, Stripe (2021 - 2022)
- Created initial documentation for a new RESTful API to integrate Stripe's total product suite
- Managed 4 technical writers from mid-career to seniority to support multi-billion dollar global product launches

### Lead Technical Writer, Cloud Native Computing Foundation (Linux Foundation) (2017 - 2021)
- Led documentation for Kubernetes, transitioning Kubernetes docs from a Google-owned project to one owned entirely by the Kubernetes and Linux Foundation community
- Grew site views from 363k/month to 2M/month at high developer satisfaction ratings

- Increased docs contributors by 400%
- Positioned docs as the second-highest velocity repository in the Kubernetes project for 2+ years
- Added 13+ localizations to K8s docs and created a well-documented pathway for other OSS projects to localize their own documentation
- Managed and mentored 7+ writers and engineers across the CNCF landscape
- Mentored four technical writers and served as organizational admin for Google Season of Docs 2019 and 2020

**Senior Technical Writer, GitHub (2016 - 2017)**
- Documented a new GraphQL API while bringing order from chaos in a previously unmaintained, mature (6+ years) RESTful API, increasing repository contributions by 200% in 9 months

**Senior Technical Writer, Rackspace (2014 - 2016)**
- Transformed the developer doc platform for a $4.6B international cloud services company by building ally relationships across departments, overhauling the authoring chain and delivery platform (Oxygen/PDF to reST/Jekyll), reducing bloat and standardizing common material, and streamlining content sites from five subdomains across three departments to a single subdomain
- Migrated 18+ API documentation sets from static, aging tool chains to collaborative platforms
- Created the documentation strategy for new versions of flagship enterprise software representing 40% of new business and 60% of existing support contracts
- Created new curricula, course content, and workshops for adult learners

# Technical Skills

- **Source code:** Python, Ruby, Golang
- **Cloud computing:** Docker, Kubernetes, Cilium
- **Markup languages:** HTML, CSS, XML, SGML, JSON, Markdown, reST, Asciidoc, Swagger, RAML,  YAML, TOML
- **Workflow tools:** Git / Github, Sphinx, Hugo, Jekyll
- **Writing tools:** VisualStudio Code, Wiki, Confluence, Madcap
- **Analytics:** Google Analytics, Hubspot, CSAT Surveys, Search Console
- **Graphic and Video Design:** Adobe Photoshop, Omnigraffle, Figma, Miro
- **Spoken languages:** Conversational French and Spanish

# Publications and Public Speaking

- "Docs for Developers with Sarah Corleissen", fukabori.fm (2023)
- "Zachary Corleissen", Let's Talk Docs, season 1 episode 9 (2022)
- "Localize your open source documentation: a Kubernetes case study", PyCon US (2022)
- *Docs For Developers: An Engineer's Field Guide to Technical Writing* (Apress, 2021), sold 20,000+ copies to date, with localizations in Japanese and Korean and a new edition planned for 2026
- Kubernetes documentation sprints:
  - KubeCon+CloudNativeCon (US, EU, and Shanghai: 2020, 2019, 2018, 2017)
  - Write the Docs (Portland 2018, Cincinnati 2018)
  - Open Source Summit (Tokyo 2019)
- "Data Architecture", LF Energy (2020)
- Kubernetes Blog: June 2020, May 2020, January 2020, April 2019, November 2018, May 2018, April 2018
- "Found in Translation", Write the Docs EU (2019)
- "Multilingual Kubernetes", FOSDEM (2019)
- "Big decisions with open source docs: a Kubernetes case study", Write the Docs Cincinnati (2018)
- "Kubernetes Documentation", Kubernetes Podcast (2018)
- Google Open Source Peer Bonus (Kubernetes, 2018)
- "Transforming your Documentation Process", Write the Docs Portland (2016)
- Emerging Technical Leadership Award (Rackspace, 2015)
- "Transforming Developer Docs at Rackspace", Write the Docs Portland (2015)
- "Cold, Hard Empathy", Intercom (2015)
- "Better Docs for Everyone", Rackspace (2014)
- "More than a Reference: Better APIs Through Empathy", Write the Docs Portland (2014)

# Education

**Udemy, Coursera**
- Docker, Kubernetes, Cilium, AI Essentials and Prompting Specialization

**Pacific School of Religion**
- M.Div, MA in Social Transformation, post-graduate certificate

**University of Utah**
- BA in English, coursework in computer science

# References

Portfolio and references available upon request