Zachary S. Corleissen

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Profile

- 13+ years of documenting APIs and writing developer documentation, practicing empathy for developers, and increasing developer productivity and product adoption
- Effective team lead, building global teams that innovate, resolve technical debt, and make trustworthy content
- Experienced mentor and manager for writers and engineers in multiple OSS and for-profit projects

Summary of Skills

Technical Documentation
- Chaired docs for Kubernetes, growing site views from 363k/month to 2M/month at high developer satisfaction ratings, increasing docs contributors by 400%, adding 13+ localizations, and mentoring and managing 7+ writers and engineers while positioning docs as the second-highest velocity repository in the Kubernetes project for 2+ years
- Documented a new GraphQL API while bringing order from chaos in a previously unmaintained, mature (6+ years) REST API, increasing repository contributions by 200% in 9 months
- Transformed developer doc platform for a $4.6B international cloud services company, 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 one
- Migrated 18+ API documentation sets from static, aging tool chains to collaborative platforms
- Created documentation strategy for new versions of flagship enterprise software representing 40% of new business and 60% of existing support contracts

Management and Mentoring
- Managed 4 writers and developers at the CNCF to improve developer documentation in projects throughout the CNCF landscape
- Trained multiple technical writers to seniority, trained engineers to serve as community leaders
- Mentored four technical writers and served as organizational admin for Google Season of Docs 2020

Programming and Languages
- Comfortable reading source code: some Python, some Ruby, some Golang
- Markup languages: HTML, XML, SGML, JSON, Markdown, reST, Asciidoc, YAML, Swagger, RAML
- Workflow tools: Git, Sphinx, FrameMaker, RoboHelp, Madcap Flare, LaTeX, Docbook/DITA

Content Strategy
- Created multiple contributor guides for developer docs, reducing third-party content
- Created new curricula and course content for adult learners
- Created, edited, and curated content for chief officer presentations to international audiences

User Experience (UX) Design
- Created and maintained company-wide technical documentation standards and best practices
- Created branding and performance standards for university events requiring extraordinary sensitivity

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Work Experience

Lead Technical Writer	Linux Foundation (Seattle, WA)	2017 -
Senior Technical Writer	GitHub (Seattle, WA)	2016 - 2017
	Rackspace (Austin, TX)	2014 - 2016
	Moz (Seattle, WA)	2013 - 2014
	Sybase (Dublin, CA)	2001 – 2003

Education

Master of Divinity, Pacific School of Religion	2004 - 2007
BA, English, University of Utah	1991 - 1997

Publications, Public Speaking, and Awards

- "Effective Software Documentation", Apress, upcoming 2021
- 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 (July 2020)
- Kubernetes Blog: June 2020, May 2020, January 2020, April 2019, November 2018, May 2018, April 2018
- "Found in Translation", Write the Docs EU (September 2019)
- "Multilingual Kubernetes", FOSDEM (February 2019)
- "Big decisions with open source docs: a Kubernetes case study", Write the Docs Cincinnati (August 2018)
- "Kubernetes Documentation", Kubernetes Podcast (May 2018)
- Google Open Source Peer Bonus (Kubernetes, March 2018)
- "Transforming your Documentation Process", Write the Docs Portland (2016)
- Emerging Technical Leadership Award (Rackspace, July 2015)
- "Transforming Developer Docs at Rackspace", Write the Docs Portland (May 2015)
- "Cold, Hard Empathy", Intercom (January 2015)
- "Better Docs for Everyone", Rackspace (October 2014)
- "More than a Reference: Better APIs Through Empathy", Write the Docs Portland (May 2014)
- "Mozscape API Update", Moz.com (May 2013)

Activities

Board of Directors, United Campus Christian Ministry, Stanford University (2005-2007)
Food delivery (Jewish Family Services, Seattle 2016-2017; Good Food Box, Victoria 2020-)
Chaplaincy, swimming, knitting, succulents

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References

- *Linkedin: https://www.linkedin.com/in/zcorleissen/*
- *Github: https://www.github.com/zacharysarah*
- *Professional references: available upon request*