

JENNIFER JARNEFELDT

TECHNICAL WRITER

CONTACT



972-757-0886



jrm0229@gmail.com



<http://www.jenjarnefeldt.com/>



4612 Mount Vista Rd. Oak Point, TX
75068

EXPERTISE

- Critical thinking and creative solutioning
- Collaboration and relationship building
- Git and the command line
- Docs-as-code and Agile methodologies
- Writing for UX/UI, feature releases, APIs, and training and onboarding documentation
- Comfortable working on very small or very large teams, and is used to interfacing with a diverse array of business units
- Project management software power user (Linear, Asana, JIRA, Smartsheet, etc.)
- Writing and editing tailored to specific audience personas
- Leveraging Gen AI to work faster
- Content maintenance lifecycle, content strategy, information architecture

WORK EXPERIENCE

Technical Writer, WWRO Training and Certification

AWS

April 2021 - April 2022

- Responsible for quality checks and content publishing on MindTickle, Learning Genome, HighSpot, and KnowledgeMine
- Training and enablement of content owners via SIM tickets for creation and update requests
- Partnered with Platform (Development) team on strategic initiatives to meet quality and security thresholds, and gain insight into content owner feedback.
- **Curated of ~1700 Wisdom (Sharepoint) pages for 900+ content owners**
- **Implemented a monthly mini audit of content to check for for CII/PII and ensure adherence to Security policies**
- **Created a quarterly content review mechanism in Honeycode for governance and content maintenance**

Technical writer

Redwood Software

April 2020 - April 2021

- Created a JIRA project, Kanban board, filters, dashboards, and instituted a weekly ticket burndown to better assess ticket handling, backlogs, and ensure documentation is factored into release management
- Created an overall product documentation strategy, project plans, SOPs, submission request guidelines, style guidelines, and onboarding how-to's
- Created exercise workbooks and templates for the training team
- Managed project to implement, develop, test, and create documentation using a docs-as-code toolchain (Atom, Git, Bitbucket, Docusaurus, Docker, Bamboo, Harbor, MinIO)
- Maintained the Financial Close Automation documentation per release cycle
- **Collaborated on content migration and toolchain overhaul to decouple docs from code and simplify documentation builds**

Senior Technical Writer

Alkami

July 2018 - April 2020

- Coordinated daily with Developers, Support, Product Owners, Product Management, and Executive Leadership on finance application documentation.
 - **Created and maintained product guide documentation and release notes for 7 product teams (API, SDK, Flux, Core A, Core B, Platform A, and Platform B)**
 - Created business proposal to modernize Alkami's current toolchain and processes for documentation, worked with developers to create a PoC
 - Created and maintained style guidelines for the department
 - Managed long-term project to rework internal Implementation Guides
 - **Gave 3 in-person lunch-and-learn trainings on Confluence for an internal organization**
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WORK EXPERIENCE

Lead Technical Writer, UNIX Information Systems

IBM (formerly SoftLayer)

August 2015 - July 2018

- Confluence and Jira administrator; created and implemented workflow processes using Comala Workflows for Confluence
- Created and maintained style guidelines for documentation
- Created and maintained the internal and external documentation around for the UNIX Information Systems and DevOps teams
- **Co-created training curriculum for new hires in DevOps**
- **Hired and led a team of 5 technical writers embedded in Compute, Fabric (DevOps), UNIX Systems, Infrastructure, and Networking**

Program Manager, Key Accounts and Service Operations

ReachLocal

August 2013 - August 2015

- Responsible for the success of Key Accounts (advertisers within \$5-\$15,000 in budget), totaling about \$4,000,000 in monthly revenue.
- Strategic planning and development of program goals, including tracking and analysis of KPIs
- Created project proposals for improving client and employee satisfaction
- Created program-specific training materials for the services organization
- Communicated program direction, strategy, and goal output to leadership.
- Responsible for employee KPI management and process reinforcement, and established service strategy and scope
- Coordinated stakeholder involvement for various special projects and initiatives
- Created and managed internal employee communication tools

Technical Writer (Long-term contract)

Texas Instruments

March 2012 - August 2013

- Worked directly with engineers in the Mixed Signal Automotive (MSA) group to develop and create documentation in XML for high performance analog parts
- Authored user guides, data sheets and data manuals with XMetal Author, pushed content to the DocZone CMS, and published final documents to the TI external web for customer use
- Updated, tracked and shared project progress with engineers via Sharepoint
- Mentored and trained a group of 20+ new-hires and traveled to and from Santa Clara, CA for a large-scale project to migrate 4,000+ documents into TI's CMS

Senior Campaign Professional, Premium Services

ReachLocal

May 2010 - March 2012

- Supported ReachLocal sales team and customers to improve customer satisfaction and campaign performance
 - Analyzed and corrected technical issues, monitored performance for campaigns with a monthly budget of \$5,000 or more
 - Educated customers by providing feedback on performance metrics and ROI
 - Performed cost-analysis for local agencies to achieve quality ROI
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