

RESUME

JoAnne Grey

Senior Technical Writer

Location: San Jose, CA

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ABOUT ME

- Proven track record
- Extensive experience with confidential and sensitive information
- Rapid learning curve with good comprehension
- Excellent adaptability and experience with tight deadlines
- Demonstrated ability to handle multiple concurrent projects
- Interacts well with engineers, management, and staff

Senior Technical Writer // June 2015 - Present

Intacct, Inc. — Research, update, and create documentation for financial/accounting SaaS; work closely with cross-functional teams in an agile environment. Continuously improve documentation and user experience.

Staff Information Developer // April 2013 – June 2015

Peaxy, Inc. — Research and create documentation and technical illustrations for a startup; design all end-user documents (Installation Guide, Administrator Guide, REST API Reference, Quick Start Series, on-screen tool tips for GUI), assist Sales and Marketing with documentation and video efforts.

Staff Technical Writer // June 2012 – April 2013

VMware, Inc. — Researched, planned, and created or updated end-user documentation; assigned to vSphere Security documentation, including manuals, Knowledge Base articles, scripting video tutorials, social media content, and release notes.

Senior Information Developer // January 2010 – June 2012

Nimble Storage, Inc. — Created documentation department; designed and wrote all documents (User Guide, Command Line Reference, Quick Start Guide, Applications Guides, Error and Message Guide); created templates and documents using multiple programs; determined the need for and created all technical illustrations; reviewed and improved GUI text, man page text, and alert messages.

Senior Technical Writer // 2005 – 2007

Brocade Communications, Inc. — Created template for rebranding effort; handled localization coordination effort; team lead for multiple FAN and SAN projects; created and updated Hardware References and Quick Start Guides for blades and switches; documentation team lead and principal writer for data migration utility; documentation team lead for resource management software project; created online help for multiple projects; reviewed and edited error messages and MIBs; updated existing product documentation; created technical illustrations.

Principal Writer and Founder // 1997 – 2010

Write Angles Technical Writing — As principal writer, completed multiple contract projects for multiple clients; created website, including content and marketing materials.

WORK EXPERIENCE

Professional Skills

XMetaL Author	●●●●●
Oxygen XML	●●●●●
DITA	●●●●
Madcap Flare	●●●●
Adobe Illustrator	●●●●
Adobe InDesign	●●●●●
Adobe Photoshop	●●●●
Adobe Dreamweaver	●●●●
Adobe Acrobat Pro	●●●●●
Adobe FrameMaker	●●●●●
Adobe RoboHelp	●●●●
Techsmith SnagIt	●●●●●
Techsmith Camtasia	●●●●
Perforce/Mercurial/Git/SVN	●●●
Ticketmaster/Bugzilla/JIRA	●●●●
HTML/XML	●●●●
MS Power Point	●●●●
MS Word	●●●●●
SDL Trisoft CMS	●●●●
Agile	●●●
Storage	●●●●
Networked Storage	●●●●