

JoAnne Grey

Experienced, seasoned technical writer

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Senior Technical Writer // June 2016 – Present

Sage Intacct — Research and create documentation for complex financial/accounting software including "help on this page" and onscreen tool tips for UI. Attach and manage onscreen help system.

Staff Information Developer // April 2013 – June 2016

Peaxy, Inc. — Worked with a startup to create complete documentation suite for new big data/data analysis product. Set up documentation templates and style guides for print and online documents.

Created and connected on-screen tool tips for UI.

Worked with Marketing on video content.

Staff Technical Writer // June 2012 – April 2013

VMware, Inc. — Ensured accuracy and relevance of vSphere Security documentation: manuals, knowledge base articles, scripting video tutorials, social media content, and release notes.

Senior Information Developer // January 2010 – June 2012

Nimble Storage — Created documentation department, templates, and guidelines for new product.

Designed and wrote User Guide, Command Line Reference, Quick Start Guide, Applications Guides, Error and Message Guide; reviewed and improved UI text and alert messages.

Senior Technical Writer // 2005 – 2007

Brocade Communications, Inc. (now part of Broadcom) — Co-lead rebranding effort; handled localization coordination effort; team lead for multiple projects. Created and updated documentation for blades and switches.

Documentation team lead and principal writer for data migration utility; documentation team lead for resource management software project.

Reviewed and edited error messages and MIBs; updated existing product documentation; created technical illustrations.

Principal Writer and Founder // 1997 – 2010

Write Angles Technical Writing — Completed multiple contract projects for multiple clients. Partial list of clients includes:
RGB Networks • Snap Appliances • MediaLocate • Intransa, Inc.
• Brocade Communications, Inc. • World Health Organization
• The Fantastic Corporation • Sendmail, Inc • Uniscape.com •

Key proficiencies:

- Madcap Flare
- XMetaL Author
- Oxygen XML

- DITA
- HTML/XML
- CSS

- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop
- Adobe Acrobat Pro
- Adobe FrameMaker
- Adobe RoboHelp

- iStudio Publisher

- Techsmith SnagIt
- Techsmith Camtasia

- Perforce/Mercurial/Git
- Remedy/Bugzilla/JIRA
- Ticket Master

- Rally

- MS Power Point
- MS Word

- SDL Trisoft CMS

Key focus areas:

- Financial and accounting, primarily focused on General Ledger, budgeting, and reporting
- Storage, primarily focused on hardware: disks, spindles, SSD
- Networked storage, primarily focused on big data, data analysis and data management
- Learning new technologies quickly

Past performance