Tatiana Perry

https://www.linkedin.com/in/tatianajperry
https://tatianaperry.com/

Writing and Code Samples
- https://github.com/tjperry07/work_projects

You can also look at the following sites as larger examples of documentation that I have managed and built while also writing most of the content.

- https://developer.nylas.com – Built from scratch and ongoing management of site and content. Wrote about 60% of the content .
- https://developer.bigcommerce.com – Built from scratch and managed site and content. When I worked there, I wrote 80% of the content. Hired and managed team. Site still uses my IA and design.

Summary

I'm looking for a challenging but rewarding individual contributor or manager position.

A technical writer with 6 years of creating and managing documentation teams. I've worked as a technical writer in teams and as the only writer. I've created documentation portals for two companies, built and managed the team, while working cross-functionally. I make sure to keep company goals in mind, measure the results, and plan for the future. I use processes, data, and collaboration to get documentation done.

Experience

Mezmo (LogDNA) Senior Technical Writer May 2022 - Current

- Complete rewrite of two major sections of documentation within first 5 months
  - Created three how to content types
  - Created one new case document
  - Added net new content
  - Consolidated and edited existing content
  - Worked with Sales Engineering, Product, and Support to develop content
- Work on UX content in dashboard

Nylas Inc, Manager, Technical Writing July 2020 - May 2022

- Planned and executed the launch of Nylas developer documentation site. Moved from Readme to a static site generator.
  - 11ty to generate the site
  - markdown-lint with the super-linter action.
  - Vale to check the style guide
  - lychee link checker
  - Algolia for search
  - Noticeable for release notes
- Manage the property developer.nylas.com.
  - Installing updates
  - Maintaining the hosting using Vercel
- Created a plan that focuses on the documentation and developer experience over the next year in collaboration with the developer advocacy team.
- Hired and managed a team of technical writers, UX writers, and contractors.
- Created career levels and training plans for the team.
- Created a style guide used across the company.
- Created and met OKRs for documentation and the developer experience.
- Established a process for everyone in the company to feel empowered to make documentation requests and edits which reduced the backlog by 63%.
- Work with product, support, developer advocates, engineers, and marketing for new features and products.
- Set up analytics to determine site NPS, article quality, and gather user analytics.
- Work with the design team on FTUX and user journey.
- Implement jobs to be done framework as a way to identify documentation gaps.
- Completed a content plan and audit within the first quarter which resulted in 60% of the content being rewritten or created by me.

Rapid 7, Senior UX Writer September 2019 - July 2020

- Provided guidance on rebuilding docs.rapid7.com.
- Create standards around Open API documentation, including training teammates and creating a process for engineers and technical writers to follow.
- Created training for teammates on Open API, Git, GitHub, Visual Studio Code, and Vale.
- Managed open source documentation for Metasploit, including a full content audit and rewrite.
- Wrote documentation for InsightAppSec, AppSpider and Offensive Security.
- Managed API documentation for InsightOps, tCell, AppSpider, and InsightIDR.
- Created weekly product release notes.
- Wrote UX copy for each product.
- Worked with design and user research teams to build FTUX for new and existing products.

- Followed existing style guides and process for publishing documentation.
- Updated existing process for more efficiency.

BigCommerce, Lead Developer Documentation Specialist Jan 2018 - August 2019
- Built the existing developer.bigcommerce.com. Was able to get it completed within a year.
  - Uses Stoplight.io along with GitHub for a docs-as-code workflow.
- Created a documentation plan that focused on gaps in the existing products while managing new products.
- Hired 3 full time team members to manage the site and content.
- Rewrote API content and created new content.
- Simple QA testing on APIs and filed tickets with engineering.
- Worked with internal teams to find "tribal" knowledge and make it available to customers.
- Worked with the developer advocate and community manager to identify documentation needs.
- Ran weekly sprint planning.
- Outlined quarterly goals for the documentation and the team.
- Created a process for engineers and support teams to contribute to the documentation.

Education

Kent State University 2003-2008
Bachelors of Science, Anthropology

Skills

- Python
- JavaScript
- OpenAPI
- Agile
- Project management
- Team building
- Automation
- SDK documentation
- Analytics
- Information architecture
- Open source
- Community building

- Git
- GitHub
- Career Development
- Mentorship
- Training
- Process management