DONNA JACQUELEN JADIS

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SENIOR TECHNICAL WRITER

Demonstrated expertise in technical writing/editing, DITA/CCMS, information architecture, reuse, localization, information security, risk/threat management, project management, and customer support.

✓ A seasoned, articulate, meticulous, and eminently successful Senior Technical Writer, Editor, and Information Architect with a broad spectrum of experience writing hardware/software documentation. A customer advocate skilled in creating content for websites and self-help support sites and building web-based training and help.

✓ Adept at conceptualizing schema for document management between company and cloud document systems, creating site support and training tools, and leading document conversion initiatives.

✓ Highly organized, detail-oriented professional with proven achievement delivering valuable insights, leading projects, and advising on document/process improvements.

✓ A diplomatic communicator with robust interpersonal strengths that drive team collaborations, liaise with internal and external stakeholders, promote transparency, and communicate complex concepts; superior writing, proofreading, and editing abilities.

✓ Editor, Mensa International Journal; Chair-American Mensa annual Publications Recognition Program; and the Chair for the annual Gathering of American & Canadian Mensa.

CORE PROFICIENCIES

Technical Writing/Editing | DITA | DocBook | Heretto | Paligo | Zendesk Guide | DITA/CCMS | DITA-XML | HTML | JavaScript | CSS | XML | Python | Oxygen XML Editor | Schematron | MS Office Suite | Adobe Acrobat | SnagIt | Figma | Asana | Jira | Confluence | SharePoint | Agile Development | Project Leadership | Team Training & Empowerment | Relationship Building | Written & Verbal Communications | Multitasking & Prioritization

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER
Vagaro   **10/2020 to 06/2023**

Converted Zendesk Guide-based help system to DITA/DocBook-based Paligo CCMS to gain reuse of images and text elements. Worked with a data conversion company for the initial conversion of Zendesk HTML content to DITA and then DocBook-compliant content in first Heretto (DITA), then Paligo (DocBook.) Redesigned styles for screen captures used in help articles (as they are called in Zendesk). Designed templates for articles to be published back into Zendesk. This made Vagaro publishing platform independent and ready for the eventual localization of content as they expand into European markets. Implemented reuse of content and images to reduce overhead (initially eliminating over 1000 instances of reused, similar images across articles.) Created the file structure, including libraries for image and text reuse within Paligo.

I worked with all teams across the company to create and update documentation for new features and feature updates, including Product Managers, Sales, Marketing, Support, and development teams. Reacted quickly to emergency releases to update documentation for updates/fixes.

- Selected vendors for DITA CCMS and data conversion to move content and images from Zendesk.

- Recommended and moved the project to a new CCMS (Paligo) when the original vendor's Zendesk solution could not meet Vagaro's expectations.
- Led clean-up of converted HTML-DITA/DocBook code and performed most cleanup tasks using Paligo and Oxygen XML Editor tools.

SENIOR TECHNICAL WRITER
Kyocera Document Development Solutions   **11/2015 to 09/2020**

Restructured the documentation set for Kyocera Net Manager (KNM) to a more logical one that unified all role elements (Administrator, User) into a single guide. Wrote alpha/beta/1.0 versions of a user guide for printer management software planned for moving the documentation to a web-based search engine. Supported the easyDITA/XTM selection project by authoring requirements for DITA/CCMS and translation manager selections. Conceptualized and maintained a Confluence library of process, how-to, and troubleshooting guides for easyDITA, XTM, publishing, translation, help/.chm creation, and post-processing.

Analyzed nine versions of driver guides to standardize content while maintaining model-specific flexibility. Made significant contributions to current and future projects, including system architecture design, DocZone content transition, and formulating a strategy for reuse and variables to alleviate content duplication.

- Chosen to lead the transition to a new DITA/CCMS authoring tool and manage the team's use of DITA/CCMS and translation manager tools.
- Served as the first point of contact for issues with easyDITA and XTM. Researched, resolved, or escalated publishing, topic, map, and translation problems.
- Conceived and implemented a branch, merge, release system within easyDITA.

SENIOR TECHNICAL WRITER/DOCUMENT MANAGER
Securonix   **12/2014 to 11/2015**

Reworked/updated product documentation and transitioned them from a wiki-based system to MS Word templates converted to PDF for distribution. In conjunction with developers, created documents for new function areas. Set up templates used to convert documents from standard, Securonix-branded formats to partner/OEM formats used when licensing the technology.

- Designed Word templates in multiple styles to allow quick porting from one document style to another.
- Reviewed the product UI and company website for grammar, formatting, spelling, and consistency.
- Established a document storage plan for Google Drive to control access by employees/groups.

TECHNICAL WRITER
Accuvant (now Optiv)   **05/2011 to 11/2014**

Charged with scrutinizing/editing technical documents, reports, executive summaries, and detailed technical assessment reports. Crafted technical report templates for several practice areas, including LABS (penetration testing/security vulnerability assessments), Technology Solutions (documentation for security technology installations and wireless coverage assessments), and E-Policy (compliance/policy development, documentation, and assessments). Maintained technology document standards, document review workflows, and revision management. Set report writing guidelines and training guidelines for new hires.

PRESIDENT & MEMBER OF IT COMMITTEE
Experience Unlimited, Contra Costa Chapter   **03/2010 to 04/2011**
Owned operational procedures and web architecture documentation. Chaired Board and weekly general meetings; led, motivated, and supported EU members. Authored simplified documentation for EU website users and admins.

SENIOR TECHNOLOGY SECURITY MANAGER – LEAD THREAT MANAGEMENT TEAM
AT&T   **11/1997 to 03/2010**
Authored threat management policy/procedure documents and support/training manuals for a web-based system; built a website for user support and document availability. Guided Merger Integration teams for acquired companies; designed/delivered presentations and training for new threat management systems users. Led the team in continuous site improvements and revisions. Supported users and managed crisis fixes/updates. Rewrote core security policies for SBC (prior to becoming AT&T) to address audit issues. Designed web-based training and data classification tools for users to classify data to SBC standards.

EDUCATION & TRAINING

Technical Writing Certificate | California State University, 2010

Coursework, Liberal Arts | Hofstra University

SQL & JavaScript Basics

Fundamentals of Information Security, Developing and Writing Information Security Policies

Intermediate and Advanced MUMPS (M) Programming

Business COBOL Programming