Stephenie Swope

steph@saswope.com ● Seattle, Washington ● Phone: (859) 333-3211 ● www.epiphenie.com

Technical Skills

CSS
GIT source control
HTML
Java
JavaScript
Jira
MadCap Flare Author
Oxygen XML Editor
PHP
SQL/MySQL
SVN source control
Wiki
WordPress
XML

Business Skills

Agile development

Chicago Manual of Style

Critical thinking

Cross-functional communication

Microsoft Office

Multicultural experience

Photoshop

Presentation skills

Problem-solving

Relative estimation

Scrum development

Software lifecycle

Time management

Education

UNIVERSITY of KY

BS in Computer Science

Minor in Business Administration

GPA: 3.8

TECHNICAL WRITER & ENGINEER

Engineer and technical writer that is experienced, self-directed, and passionate about technology, with a desire to make a significant contribution in a company on the cutting edge of technology by working closely with product managers, engineers, and user experience teams in an Agile development environment to produce quality online help documentation, guides, and in-app assistance for varying audiences.

Work Experience

Senior Technical Writer. Level VI	Amazon Web Services, Oct 2016-Present
Technical Publications Engineer III (Technical Writer, Specialist)	Hewlett-Packard, Exstream Software, Feb 2013-Sept 2016
Software Engineer II	Lexmark International, Inkjet Division**, 2005-2012
Manager	Tolly-Ho Restaurant, 1996-2011
Web Designer/Developer	Tolly-Ho Restaurant, 2003-2015
	& Skyview Development, 2010-2014
Writer, Editor, Developer at epiphenie.com	Epiphenie, 2010-Present
Fiction Author at stephenieyoung.com	Stephenie Young, 2011-Present

Accomplishments

Corporate

- **Technical Writing**: Developed customer-facing documentation for cloud computing, SaaS, thin client, and traditional console software according to defined standards regarding technical terminology, conciseness, and style. Planned, created, published, and maintained topic-based documentation that included architectural overviews, installation and setup guides, workflow tutorials, sample code, API programming guides, conceptual overviews, procedures, and FAQs. Built documentation directly to production or within the software build as single-page HTML and multiple-page HTML5 help guides, and delivered standalone PDF whitepapers outside of the build. Helped to maintain the larger set of existing documentation by fixing reported bugs, completing guide validations, and documenting software changes in maintenance notes and release notes across the product line.

- **Agile Development**: Worked within multiple software development teams simultaneously, managing multiple competing priorities in a fast-paced, inspect-and-adapt environment. Managed a separate documentation backlog for conceptual and architectural documentation not related to a feature release. Adapted easily to change by making swift and appropriate course corrections, such as quickly learning new and complex technologies when allocated to a different team. Operated as an agile team member by completing manual testing on new features and by developing a mock UI that met HP standards when UI work had to begin with no specifications. Continued "business as usual" during the HP Exstream acquisition, to deliver documentation at the velocity planned before the announcement.

- **Leadership**: Reallocated as the only technical writer to the top business priority project with three teams. When an additional two teams were added to the project, worked with scrum masters and team members that were new to Agile to help them understand the tools and processes. Helped team members understand the overall product and the work being done by other teams. Managed project onboarding of a new editor and two additional technical writers. Consulted with product management and developers on product usability design. Provided demonstrations, presentations, and wiki reference information for internal writers, editors, developers, and quality engineers.

- **Software Development**: Programmed against all API calls in order to test the product and develop API examples. Generated Java code samples and edited C# samples for customer-facing documentation. In 2012 and earlier, developed, maintained, and improved a new Lexmark C# UI and hardware system. Responsible for Lexmark department hardware allocation requests, hardware and software validation, distribution of hardware, issue tracking, grading hardware using department metrics, and created internal wiki and web pages to facilitate communication.

Small Business

- **Management:** Hired, trained, and managed approximately 30 employees in a 24-hour, busy. Communicated effectively with a variety of internal staff and external business representatives, including team meetings, one-on-one discussions, employee notices, and B2B letters. Developed and implemented training procedures, including guidance manuals, handbooks, and tests for both new and existing employees.

- **Web Design/Development**: Worked individually with multiple clients to develop small business websites from top to bottom.

- **Technical and Creative Writing**: Ongoing owner and author of a technical blog and a series of fiction novels with accompanying websites. Developed blog styles and standards to ensure consistency across articles.