

Jen Kollmer

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Documentation Architect, RichRelevance

January 2013 to present, San Francisco

Restructured the corporate wiki. Got product and engineering talking with sales and client services. Explained the inner workings of ad server software and cloud platform services to technical and non-technical audiences. Demoed new product features to end users, taking on a product management role. Leveraged deep knowledge of the product to launch a new developer portal.

Senior Technical Writer, Mocana

October 2011 to January 2013, San Francisco

Wrote REST API documentation and IT administrator guides for Mobile App Protection (MAP), a browser-based code-injection system that applies security policies to Android apps. Drank the Agile Kool-Aid. Gleaned most doc details from sprint planning, daily scrums, and using the product myself. Collaborated with programmers and product to revamp the user experience and design new features.

Technical and Creative Writer

April 2004 to October 2011, San Francisco

IDEO Collaborated with designers to develop user interface guides, style guides, video scripts, and presentations for multiple clients, including Nokia, AT&T, Nike, and Visa.

Walmart.com Wrote end-user documentation for Walmart.com's enterprise knowledge management and business intelligence systems.

Alchemic Solutions Created a developer guide for ECMAScript Mobile Profile (ESMP).

Sftheatre.org Designed and maintained a site connecting the local theatre community.

Orgscale Wrote white papers and administrator guides for Flash media servers and internet caching appliances.

Reality Digital Developed a user help wiki for Spotlight, an online video platform for media management.

Technical Writer/Manager, Intel

January 2000 to April 2004, Sausalito

Wrote and edited a 3,000-topic online help system and printed user guides for VOS, a programming language used to write telephony system. Developed macros that automatically generated help topics, and designed and maintained RoboHelp, Word, and FrameMaker templates to mesh with -generated content. Managed a small technical writing department. Designed user interfaces and dialogs.

Documentation Specialist, Parity Software

April 1996 to January 2000, Sausalito

Wrote online and printed user guides for telephony software APIs. Maintained and wrote content for the Parity Software web site. Oversaw the QA and production of software release CDs. Wrote and maintained the CD installer. Oversaw the print runs of marketing materials and user manuals. Collaborated with engineering and tech support to create an extensive knowledge base.

Education

MFA, Creative Writing San Francisco State University

BS, Electrical Engineering Case Western Reserve University

Projects

User Manuals
API References
Developer Guides
Online Help
Release Notes
Wikis
Templates
Style Guides
White Papers
Documentation Plans

Tools

HTML/CSS
WordPress
Confluence
JIRA
FrameMaker
RoboHelp
Microsoft Office
Drupal

Development

HTTP/REST APIs
PHP/MySQL
Visual C++
JavaScript
Perl
Macro Languages
Virtual Machines

Industries

Big Data
Mobile
Security
B2B Services
Telecom
eCommerce
Media

Copywriting

Web Content
Press Releases
Fact Checking
Packaging Copy

Film/Video

Screenwriting
Industrials
Producing
Directing

Nitpicking

I'm a fan of the Oxford comma.