CORI AMER

Technical Writer

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KEY SKILLS

Content Strategy

Technical Writing and Editing

Project Management

Structured Authoring

Confluence/Jira/GitHub/Perforce

XML/HTML/Markdown/AsciiDoc

Docs-as-Code/CICD

Epic Editor/Oxygen/DITA

EDUCATION

Master of Arts, English
Northern Illinois University
DeKalb, Illinois

Professional Writing Certification
Northern Illinois University
DeKalb, Illinois

Bachelor of Arts, English
Michigan State University
East Lansing, Michigan

Innovative technical writer and content strategist with over 20 years of experience crafting technical documentation for end users, developers, cloud platforms, API/web services, and on-premise/cloud products and services. Passionate about standards, accuracy, and minimalism to deliver an outstanding user experience. Highly effective project manager, adept at building teams, meeting deadlines in a fast-paced environment, and delivering results. Experienced in SaaS, SDLC, and agile development environments.

Professional Summary

- Extensive experience writing and managing technical content for cloud platforms, APIs, SaaS, on-premise products and developer tools across multiple environments.
- Strong advocate for accuracy, minimalism, and adherence to organizational and industry standards (including CTRT, Diataxis framework, PoLP, Section 508 compliance).
- Proven ability to lead and execute large-scale content strategies, including documentation migrations, style guide creation and implementation, and reusable template development.
- High skilled in structured authoring and single-sourcing methodologies; experienced in implementing docs-as-code solutions.
- Deep understanding of Agile, CI/CD, and SDLC processes, with a track record of delivering high-quality documentation in fast-paced, iterative environments.
- Experienced with analytics, user feedback, and usability studies to drive content improvements.
- Effective communicator and cross-functional collaborator, with leadership experience in mentoring writers and aligning doc strategies with organizational goals.
- Skilled in Microsoft Office, Adobe Creative Cloud, Epic Editor, and Oxygen XML Editor; quick to learn and adapt to new tools and workflows.
- Additional experience with video production planning, including script writing and storyboard creation.

Documentation Lead　　　　　　　　**SiriusXM, Virtual USA**　　　　　**September 2023-Present**

Lead writer responsible for end-to-end management of cloud infrastructure documentation. Expertise in creating, enhancing, and maintaining high-quality, user-friendly content, as well as developing and implementing authoring tools and documentation migration strategies.

- **Leadership**: Play a key role in the leadership team, aligning documentation improvements with corporate OKRs and driving quarterly initiatives to enhance content quality and usability.
- **Content Strategy**: Designed and executed a content strategy to unify disparate documentation sources into a cohesive suite, ensuring consistency and accessibility.
- **Usability**: Revamped existing documentation to improve accuracy, usability, and implement standards. Conducted a comprehensive content restructure to enhance discoverability.
- **Platform Migration**: Successfully migrated documentation from Confluence to MkDocs, integrating documentation with platform source code to streamline development workflows.
- **Template Development**: Created reusable documentation templates which standardized content structure to streamline the documentation process and ensure new documentation adheres to standards.
- **Developer Focus**: Conducted an in-depth analysis of developer workflows and source code to identify and catalog all reference implementations. Compiled a comprehensive suite of examples, including concise synopses and clear location references. This contributed to a 9-point increase in the developer experience DX score and reduced the amount of time spent searching for code samples. Created a template to ensure future reference implementation documentation follows the same structure and standards.
- **Customer Communication**: Own customer-facing messaging, including new feature announcements, and implemented a standard template to clearly and consistently convey feature impacts and benefits to the organization.
- **Customer Feedback**: Regularly conduct user survey to identify content gaps and drive improvements. Implementing changes based on user feedback, along with standardizing, rewriting, and restructuring, resulted in a significant CSAT increase from 50% to 77% in the first 12 months.
- **Autonomy**: Proactively identifies documentation needs and initiates projects that deliver solutions to support and improve the customer/developer experience.
- **Editorial**: Authored a Style and Structure Reference to ensure new content adheres to best practices, implements standard visual cues, and consistent structure and style.
- **Automation/Technical Accuracy**: Developed a comprehensive, organization-wide style guide designed for integration with Vale and MkDocs to enforce style rules automatically. This initiative ensures tone, structure, and quality stays consistent across documentation, regardless of the author or reviewer. Implemented pre-commit checks to notify authors of style rule violations before committing changes, streamlining the editorial process and reducing the number of peer reviews required. Implemented a Code Owner solution to automate a six-month review cycle, ensuring documentation remains current.
- **AI-Driven Support Optimization**: Spearheaded a solution to analyze Slack customer support requests with AI, automatically directing users to relevant documentation, reducing support response times and improving user satisfaction.
- **Analytics**: Incorporated Google Analytics into doc code, more accurately identifying key improvement areas.

Senior Technical Writer　　　　　　**AWS, Virtual USA**　　　　　　　**March 2022- Sept 2023**

Authored and maintained cross-service content for over 200 AWS cloud-based services and developed a content strategy to deliver shared content in a new format, improving consistency and accuracy, decreasing time to delivery, and reducing the effort required of service writers.

Accomplishments

- Developed plan and led initiative for security content overhaul. Created standard templates and implemented partial automation to ensure content remains accurate and up-to-date, with less manual intervention from service writers.
- Successfully developed and coordinated an initiative to resolve a long-standing customer request for security best practice content in the Identity and Access Management service sector. Delivered training videos and demos, wrote and tested best practices, and drove the implementation strategy.

- Developed plan and led initiative for security content overhaul. Developed content templates and implemented partial automation to ensure content remains accurate and up to date, with less manual intervention from the service teams of over 100 writers.
- Successfully developed and coordinated an initiative to resolve a long-standing customer request for security best practice content in the Identity and Access Management service sector. Delivered training videos and demos, wrote and tested best practices, and drove the implementation strategy.
- Created an automated solution to automatically track, log, and assign tickets for documentation not in compliance with best practices. Over 500 tickets were resolved in under 6 months.
- Nominated by peers for the Above and Beyond reward during AWS Reinvent for extensive collaboration and guidance implementing cross-service content and security best practices into service documentation.
- Designed a usability study to gather customer data for security documentation improvements and implemented global updates based on collected data points.
- Authored new and curated existing content into one data source to deliver the AWS Setup and Getting Started learning path. This provided customers with access to accurate and up-to-date instructions, while eliminating the need for over 200 services to duplicate content in individual guides.
- Created a solution for sharing content across multiple documentation sets with authoring tools that did not support single-sourcing. This allowed for single threaded ownership of shareable content, reducing overhead for service writers while delivering higher quality, consistent, and accurate content to customers more quickly.

Lead Technical Writer   **OpenText, Waterloo, ON**   **July 2015-March 2022**

Served as Tech Lead and Project Manager for Enterprise Content Management and Business Management suites of products. Coordinated annual and quarterly product releases with 12 writers and more than 40 products/modules. Scoped feature assignments, coordinated product releases, drafted Release Notes, and effectively communicated with stakeholders. Responsible for documenting SDK, installation, upgrade, and administrator guides, and end-user help for cloud and on-premise applications. Responsible for mentoring and developing existing team members and new hires.

Accomplishments
- Developed plan and led initiative for security content overhaul. Developed content templates and implemented partial automation to ensure content remains accurate and up to date, with less manual intervention from service teams.
- Successfully developed and coordinated an initiative to resolve a long-standing customer request for security best practice content in the Identity and Access Management service sector. Delivered training videos and demos, wrote and tested best practices, and drove the implementation strategy for service teams.
- Created an automated tracking system for documentation not in compliance with best practices, eliminating the need for manual tracking, and resulting in the resolution of over 500 tickets in under 6 months.
- Nominated by peers for the Above and Beyond reward during AWS Reinvent for extensive collaboration with other writers to implement cross-service content and security best practices into service documentation.
- Designed a usability study to gather customer data for security documentation improvements and implemented global updates based on collected data points.
- Authored new content and curated existing content into one data source to deliver the AWS Setup and Getting Started learning path. This provided customers with access to accurate and up-to-date instructions, while eliminating the need for duplicate content in every service guide.
- Formulated a plan and led the initiative to develop a single-source strategy for sharing content across multiple documentation sets. Circumvented technical roadblock for sharing content by devising a creative solution that used existing authoring tools, which previously did not allow for single sourcing. This allowed for single threaded ownership of shareable content, reducing overhead for more than 100 writers, while delivering higher quality, consistent, and accurate content to customers more quickly.

Senior Technical Writer   **OpenText, San Mateo, CA**   **March 2003-June 2015**

As a Senior Technical Writer, advocated for end users by defining and improving documentation requirements and ensuring adherence to the guidelines. Researched new and evolving technologies and ensured the documentation and tools evolved alongside technology advancements.

Accomplishments

- Spearheaded the initiative to create a Product Information style guide. Researched, collected feedback, and wrote original style guide, which was later adopted by the company as the official Corporate Style Guide.
- Led initiative to standardize style and structure of flagship product help. Led the process for reorganizing, rewriting, and restructuring to conform to newly adopted style guide.
- Launched a Hardware Requirements document, which included use-case scenarios based on data collected from customer, resolving a long-standing customer request.
- Led initiative to migrate documentation from FrameMaker to a Single-Sourced XML base, saving hundreds of resource hours on an annual basis.
- Completed Agile Certification and served as Scrum Master for flagship product with more than 20 additional software modules assigned to six writers.
- Developed IDP best practices and created a Best Practices guide for the Product Information team, standardizing processes and improving team cohesion.
- Revised, condensed, and restructured incoming acquired company documentation, converting to XML to save 40+ resource hours each quarter.
- Created client and server-based help for new product, receiving "Best Product Documentation" award.
- Owner of all flagship documentation, including SDK Schemas, User and Admin guides, and Developer Docs.

Technical Documentation   **Tenovos, New York, NY**   **2021**
Consultant (Freelance Project)

- Served as a technical consultant to help standardize documentation practices for digital media management software. Responsible for writing and publishing end user and administration documentation and implementing the framework required to automate the content publishing process.
- Migrated existing documentation guides from Word to RoboHelp and implemented a process for version control.
- Created style sheets for guides to be authored in RoboHelp and provided training for other writer to migrate documentation from Word to RoboHelp.
- Implemented process to automate the publication of customer facing documentation and release notes to Zendesk from RoboHelp. This strategy reduced the technical writer's overhead by eliminating the need for publishing user documentation/release notes to multiple formats and locations.

Volunteer

Bridges PTO (501c3 charitable organization), Executive Board

Secretary, 2020-2021

President, 2019-2020

Vice President, 2018-2019

Perry High School Athletics Boosters

Member/Volunteer, 2019-current

House of Refuge

Food/Supply Drive Coordinator, 2018-current