Joana "Kythera" Contreras

Technical Writer - Documentation Czar - Arch-Pedant

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SUMMARY

Over ten years of experience in technical writing, copy editing, and proofreading. Highly organized, self-motivated, independent worker who is equally comfortable working in a collaborative/team environment. Experience with tailoring writing according to the target audience, including translating technical information for non-technical users. Skilled at diplomacing with IT staff. Adept at multitasking and tracking work. Affinity for organizing chaos and herding cats. Happy and comfortable in Agile/Scrum environments.

WORK EXPERIENCE

Technical Writer (Contract)
Shell Agile Hub - Houston, TX – January 2022-Present
- Contract consultant May 2019-January 2022 (converted to Shell employee in January 2022)

Confluence and JIRA management/administration, documentation writing, review, and organization globally for additional Agile Hub locations (London, Bangalore, Rotterdam) in an Agile/Scrum environment.
- Refining Confluence template for software projects to streamline and standardize information management across projects
- Confluence and JIRA administrator duties
- Setting up Confluence templates as needed to streamline documentation creation
- Capturing and organizing troubleshooting and how-to information
- Capturing team and global meeting minutes

Linguistic Tester
Welocalize - Houston, TX – April 2019
Data annotation for an unannounced project covered by a nondisclosure agreement.

Acting Technical Writer (as "Technical Tester")
Six Foot - Houston, TX – May 2017-January 2019 (1 year, 9 months)
Primary responsibilities: Writing and managing documentation for policies, procedures, tools, and utilities used by various departments. Managing existing documentation and new documentation written by others. Building positive relationships with SMEs to ensure all documentation is accurate and up-to-date.
Tools: Confluence, Gliffy (flowcharts), JIRA, Microsoft Office (Excel, Word, PowerPoint), Agile/Scrum
Milestones:
- Establishing best practices for internal documentation
- Establishing and refining process for submitting documentation for review

Proofreader/Copy Editor (as "Senior Quality Assurance Tester")
Square Enix, Inc. - El Segundo, CA – April 2006-May 2017 (11 years, 2 months)
Promoted to Senior QA Tester in May 2011
Primary responsibilities: Localization QA (proofreading, copy editing)
Tools: Microsoft Office (Excel, Word, Outlook), SharePoint, Redmine, Mantis, Chicago Manual of Style
Additional responsibilities:
- Evaluating contract tester applicant tests
- Training new contract testers
- Assisting team leads in reviewing tester performance
- Serving as assistant QA coordinator on some projects
- Serving as QA coordinator on some projects
- Serving as interim QA administrator on two occasions
- Documentation creation: Contract Tester Handbook and New Contract Tester Manual

EDUCATION

University of California, Riverside – 2013-2014
Technical Writing Certificate
Experience with MadCap Flare

Arizona State University – 1999-2003
BFA - Intermedia (Art)
Regent's Academic and President's Scholarship
Phi Eta Sigma National Honor Society
Dean's List
Cum Laude

SKILLS

- Documentation
- Writing
- Editing
- Proofreading

- Agile
- Scrum
- Basic HTML
- Wiki markup

- Confluence and Jira
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- G-Suite (Gmail, Docs, Sheets, Slides)
- WordPress