

KYTHERA CONTRERAS

Houston, TX
310.593.3472 | kythera@gmail.com
linkedin.com/in/kytheracontreras/

SUMMARY

Documentation Czar | Arch-Pedant

Experienced technical writer with an extensive background in quality assurance. Passionate about making complex information understandable by non-technical users. Skilled at building positive and engaging collaborative relationships across disciplines. Adept at multitasking and tracking work. Affinity for organizing chaos and herding cats.

EXPERIENCE

Technical Writer | Shell

January 2022 – Present

Converted from contract consultant to Shell staff in January 2022. Continued my ongoing technical writer and Confluence/Jira administrator responsibilities, with the addition of product analyst functions for Confluence and Jira and became the primary focal for the Agile Hub with Shell's Atlassian Enterprise team.

- **Primary responsibilities:**

- Ongoing technical writer responsibilities
- Continuing Confluence and Jira administrator duties, including user management and license usage monitoring, user support, troubleshooting, creating new Confluence spaces and Jira projects for development teams

- **Additional responsibilities:**

- SharePoint technical site owner (TSO)
- Focal between the Agile Hub and Shell's Atlassian enterprise team to oversee account upkeep and subscription renewal and update stakeholders regarding subscription status

- **Milestones:**

- Coordinated migration from an independent Atlassian subscription to the company's Enterprise subscription
- Reduced Atlassian subscription cost by up to 50% by analyzing license usage trends and recommending a lower subscription tier
- Wrote and presented a white paper to present findings on which content management platforms best (or fail to) meet the needs of software development teams

- **Community involvement:**

- SEA Shell (LGBTQIA+ employee resource group) member
- Information & Digital Technology DE&I Communications Committee member (2024)

Technical Writer | Shell (via X4 Staffing)

May 2019 – January 2022

Contract consultant for the Shell Agile Hub. Initial responsibilities focused on writing, reviewing, and organizing documentation and doing a deep-dive on Docs-as-Code. I identified Confluence and Jira administration as part of my content management responsibilities and took on primary Confluence/Jira administrator duties. Because I was managing as well as writing content, I also took on functional site owner (FSO) responsibilities for the Agile Hub's SharePoint site.

- **Primary responsibilities:**

- Documentation writing, review, and organization across multiple Agile Hub locations (Houston, London, Bangalore, Rotterdam)
- Writing and reviewing documentation for different audiences (developers, support teams, stakeholders, and end users)
- Updating and standardizing documentation formatting to improve overall clarity and quality
- Confluence and Jira administrator
- SharePoint functional site owner (FSO)

- **Milestones:**

- Solidified procedures to improve efficiency of documentation requests and increase confidence in the process
- Updated and maintained a Confluence template to streamline and standardize information management across projects
- Part of the team responsible for migrating the documentation repository from Google Drive to SharePoint

Localization Tester | Welocalize**April 2019**

Short-term role. Part of a data annotation team for reviewing and tagging transcripts for machine learning.

Acting Technical Writer (as "Technical Tester") | Six Foot**May 2017 – January 2019**

Hired as the technical writer for the quality assurance team. Primary responsibilities included writing and updating documentation for QA policies, procedures, and tools, as well as game-specific documentation.

- **Milestones:**

- Developed policies and best practices for creating and reviewing documentation
- Standardized formatting for Confluence pages to increase clarity and consistency of information

Senior QA Tester | Square Enix**April 2006 – May 2017**

Part of the North America QA team, specialized for localization testing: proofreading, copy editing, and ensuring text adhered to company and project style guides, and followed the Chicago Manual of Style. Promoted to Senior QA Tester in May 2011.

- **Primary responsibilities:**

- Localization QA (proofreading, copy editing)
- Bug tracking and regression testing

- **Additional responsibilities:**

- Evaluating tester application assessments
- Training new contract testers and reviewing tester performance
- Assistant QA Coordinator/ QA Coordinator on multiple projects
- Interim QA Administrator on two occasions

- **Special assignments - documentation creation:**

- Contract tester handbook
- Bug format quick reference guide

EDUCATION

BFA – Art (Intermedia) | Arizona State University**1999-2003**

- Regent's Academic Scholarship Recipient
- President's Scholarship Recipient
- Dean's List (seven semesters)
- Phi Eta Sigma National Honor Society Member
- *Cum laude* graduate

Certificate – Technical Writing | University of California, Riverside**2013-2014**

- 3.94 GPA
- Experience with MadCap Flare

CERTIFICATIONS

- **The Linux Foundation** | Green Software for Practitioners (LFC131) | Issued November 2023 · Expires November 2024
- **ISTQB** | Certified Tester, Foundation Level (CTFL) | Issued July 2017

SKILLS

- Effective writing
- Instruction writing
- Editing and proofreading
- Document Formatting
- Documentation management
- Style guide creation
- Agile Methodology
- Project Management
- Interpersonal Skills
- Continuous Improvement
- Microsoft Office Suite
- Chicago Manual of Style

HOBBIES

- Gargoyles
- Drawing & illustration
- Video games
- Tabletop RPGs
- Building & painting models
- 3D printing
- Travel
- Society for Creative Anachronism