KYTHERA CONTRERAS
Technical Writer
Arch-Pedant & Documentation Czar

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SUMMARY

Creating Clear, Consistent, and User-Friendly Documentation to Empower and Inform
Experienced technical writer with strong background in proofreading, editing, and quality assurance. Crafting and organizing clear, accurate, consistent documentation to simplify complex information for diverse audiences and improve user experience. Build positive, collaborative relationships with colleagues across disciplines to develop effective communication materials. Thrive on organizing chaos and "herding cats" while maintaining approachable demeanor and can-do attitude.

EXPERTISE

- Policies and procedures
- Quick reference guides (QRGs)
- Confluence and Jira administrator
- Continuous improvement
- Microsoft Office Suite
- Standard operating procedures (SOPs)
- Format standardization
- Agile methodology
- Interpersonal skills
- Markdown, HTML

EXPERIENCE

SHELL, Houston, TX   **2019 – 2024**

Technical Writer (Shell staff)   **2022 – 2024**
Converted from contract consultant to Shell staff, handling documentation writing, editing, standardization, maintenance, updates, and organization in designated content management system (CMS). Confluence/Jira administrator, and SharePoint Technical Site Owner (TSO).

- Reduced Atlassian subscription costs by 50% through analysis of license usage trends and recommending a different subscription tier.
- Co-developed and implemented a pilot program to integrate documentation throughout software development lifecycle (SDLC).
- Coordinated migration from Agile Hub's independent Atlassian subscription to Shell Enterprise subscription, streamlining processes and aligning with organization standards.
- Continuous improvement and streamlining of Atlassian user management processes and documentation based on analysis and implementation of user feedback.

Technical Writer (via X4 Staffing)   **2019 – 2022**
Served as consultant for Shell Agile Hub, writing, reviewing, standardizing, and organizing documentation for global locations (Houston, Rotterdam, London, Bangalore).

- Increased user adoption of Confluence through one-on-one coaching and training, improving usability and reliability of Confluence as single source of truth for documentation.
- Administrator and subject matter expert for Confluence and Jira, reducing question and response time by providing in-house support for both tools.
- Served as SharePoint functional site owner (FSO), ensuring effective collaboration and usability.
- Developed Confluence templates to streamline information management and reduce documentation time.
- Solidified procedures to improve documentation request efficiency, enhancing confidence in documentation processes.
- Facilitated migration of documentation storage from Google Drive to SharePoint, ensuring a seamless transition.

WELOCALIZE, Houston, TX   **2019**
Localization Tester

Reviewed and tagged transcripts to support machine learning model development and accuracy.

- Ensured precise and consistent annotation of transcripts, contributing to improved model performance.

SIX FOOT, Houston, TX   **2017 – 2019**
Acting Technical Writer (as "Technical Tester")

Hired as acting technical writer for quality assurance (QA) team, tasked with creating, maintaining, and updating documentation for QA policies, procedures, tools, and game-specific documentation. Focused on enhancing clarity, accessibility, and consistency of documentation across projects.

- Developed policies, procedures, and best practices for creating and reviewing documentation, improving team efficiency.
- Standardized formatting for Confluence pages, ensuring clarity and consistency of information across all QA materials.

SQUARE ENIX, El Segundo, CA   **2006 – 2017**
Senior QA Tester

Conducted localization testing for USA releases of Japanese-developed games, ensuring accurate adaptation of content into English. Responsibilities included proofreading, copy editing, and ensuring adherence to style guides (project, company, and Chicago Manual of Style).

- Advanced to Senior QA Tester in 2011 following years of dedicated service and consistent performance, reflecting tenure and expertise in this role.
- Authored comprehensive policies and procedures handbook for contract testers to clarify expected behavior, performance, and duties.
- Assumed responsibility for creating, updating, and maintaining documentation for short-term and ongoing projects, addressing gaps with clear, actionable reference materials.
- Designed and implemented training and reference materials for onboarding new testers, accelerating learning curve and ensuring alignment with QA standards.
- Consistently prepared and submitted Entertainment Software Ratings Board (ESRB) materials, achieving successful ratings without requests for additional information.
- Selected for project management assignments as Acting QA Coordinator or Assistant QA Coordinator. Appointed as Interim QA Administrator on two occasions.
- Identified blockers and advocated for team needs to drive successful outcomes while delivering regular updates to stakeholders.

EDUCATION

Bachelor of Fine Arts (BFA) – Art (Intermedia) | Arizona State University

- Regent's Academic Scholarship Recipient
- President's Scholarship Recipient
- Dean's List (7 semesters)
- Phi Eta Sigma National Honor Society Member
- *cum laude* graduate
- 3.57 GPA

CERTIFICATIONS

- **University of California, Riverside** | Technical Writing Certificate
  - Experience with MadCap Flare
- **ISTQB** | Certified Tester, Foundation Level (CTFL)
- **The Linux Foundation** | Green Software for Practitioners