

JULIETTE KERNION

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I'm an experienced technical communications manager with strong leadership, editorial, and project management skills. I collaborate with authors, subject-matter experts, and end users to produce clear, engaging content for targeted audiences. My work includes product documentation for customers and developers, internal tool guides to encourage adoption and understanding, and blog posts aimed at engineering and product manager audiences.

I am competent in researching and using the best tools for a project or task: Github, Atlassian tools, Adobe Creative Cloud, GIMP, Markdown, MadCap Flare, XML editors, and CMS platforms from Medium to WordPress to Drupal. Adept in using Agile methodologies, including Scrum and Kanban.

EXPERIENCE

Technical Content Manager, Indeed

2020-2023

- Led team of four writers in US and Japan to deliver successful content, such as data analysis guides, a cloud migration resource hub, and a client developer portal. Guided two writers to promotion.
- Managed public Indeed Engineering and Product blogs and associated social media accounts.
- Continued developing internal content for R&D audiences. Team "go-to" editor for peer reviews.

Technical Content Architect, Indeed

2017-2020

- Authored content for engineering teams and for non-technical users, including open source tool (Imhotep) documentation, dataset query language (IQL) tutorials, and engineer onboarding materials.
- Managed Engineering Chief of Staff communications to technical teams. Drove a multichannel publishing strategy (blog/wiki, email, Slack) to increase reach and engagement.
- Promoted Indeed Engineering accomplishments by partnering with technical experts to edit and publish their blog posts. Supervised blog's localization into Japanese.

Staff and Senior Technical Writer, Bazaarvoice

2012-2017

- Coordinated and launched a major knowledge base upgrade for the company's flagship product, Conversations. Work included re-architecture, redesign, and source migration from SVN to GitHub.
- Built and updated online product documentation for targeted audiences, including business professionals, client developers (for SDKs), and internal support staff. Enhanced user interface content via JSON editor.
- Strengthened Product Knowledge team by mentoring team members and streamlining editorial processes such as Kanban workflow. Led team participation in Engineering hackathons.

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Senior Technical Writer, Convio

2009-2011

- Optimized user experience by updating UI text and inline context help for SaaS nonprofit donor management product, Common Ground.
- Expanded and re-architected HTML-based online resources for clients and technical support team. Resources included release notes and help for features such as PayPal integration.

Technical Writer/Editor IV, The University of Texas at Austin (ITS)

2007-2009

Published and promoted online resources for UT students, faculty, and staff seeking help with IT tools. Managed communications projects, such as Usenet shutdown awareness and an anti-piracy campaign.

Technical Writer, Pointserve

2006-2007

Improved end-user help and technical reference guides for GIS-based service scheduling product suite.

Technical Writer, National Instruments

2000-2005

Created and updated LabVIEW and toolkit software manuals and online help using single-sourcing methods, including XML.

OTHER ACCOMPLISHMENTS

- **Proofreader**, localized guides, League of Women Voters Austin Area
Reviewed Chinese- and Vietnamese-language editions of November 2022 Austin Voters Guides.
- **Team leader**, ATX Hack for Change 2014
Led team of writers to create City of Austin Open Data Portal How-To Wiki in conjunction with Open Austin. Consulted with City of Austin and Socrata staff on processes.
- **Founder** of Slackerwood, an Austin film news website, 2006-2015
Wrote, assigned, fact-checked, and edited articles and features. Managed seven regular contributors plus guest writers/photographers. Awarded Best Austin Movie Blog by *Austin Chronicle* in 2011.

EDUCATION

Master of Arts, Radio-Television-Film

The University of Texas at Austin

Bachelor of Arts *cum laude*, News-Editorial Journalism

Louisiana State University, Baton Rouge