



MARISOL QUINTERO

Technical Writer

CONTACT INFORMATION



(503) 412-8867



m.quintero@example.com



Portland, OR 12345

EDUCATION

B.A. in English, Linguistics minor,
University of Oregon, 2017

Write the Docs certificate, structured
authoring workshop, 2020

KEY SKILLS

- Docs-as-code: Git, Markdown, MkDocs, Hugo
- API reference: OpenAPI, Postman, Redoc
- Diagrams: Mermaid, Figma, Lucidchart
- Editorial: structured authoring, DITA basics, Microsoft Style Guide
- Collaboration: Jira, Confluence, GitHub pull requests
- Languages: Python and JavaScript for sample code
- Analytics: Google Analytics, Algolia DocSearch

ABOUT ME

Technical writer with seven years documenting SaaS platforms, REST APIs, and developer SDKs. Comfortable pairing with engineers in code reviews, then translating that work into docs that cut support tickets and speed onboarding. Strong with docs-as-code workflows in Git, Markdown, and static site generators.

PROFESSIONAL EXPERIENCE

Senior Technical Writer | 2021 - Present

Arbortline Systems, Portland, OR

- Own developer documentation for a payments API used by roughly 4,200 merchant accounts, including reference pages, tutorials, and a quickstart that became the most-visited page on the dev portal.
- Rewrote the authentication guide after auditing 312 support tickets, dropping auth-related tickets by 41% in the next quarter.
- Migrated 600+ legacy HTML pages into a docs-as-code pipeline (MkDocs and GitHub Actions), cutting publish time from two days to under 15 minutes.
- Run a monthly office hour with backend engineers to surface undocumented behavior before it ships to customers.
- Mentor two junior writers on structured authoring and review etiquette in pull requests.

Technical Writer | 2018 - 2021

Brightkettle Software, Eugene, OR

- Documented an admin console and CLI for a Kubernetes monitoring product across three major releases.
- Partnered with product managers on release notes; introduced a known-issues section that customers cited in 30+ renewal calls.
- Built a reusable troubleshooting template that other writers adopted across four product lines.
- Reduced new-hire ramp time from six weeks to four by rewriting the internal engineering onboarding guide.