JOHNNY KARTHEISER

🏢 EMPLOYMENT HISTORY

AMBASSADOR LABS/DATAWIRE, INC.
SENIOR TECHNICAL WRITER/DOCUMENTATION LEAD

- Managed documentation for three Kubernetes programs and their related cloud software.
- Served as writer and editor for technical content, learning center content, UI/UX material, and other written communications.
- Created and maintained internal style guide for writing, as well as general documentation best practices. Coached engineering teams and the Support team on how to contribute to product documentation in Markdown.
- Worked on website design, planning, and SEO optimization with the Design and Product Marketing teams.

ALIENVAULT/AT&T CYBERSECURITY
TECHNICAL WRITER/SENIOR COPYWRITER/SCRUM MASTER

- Wrote and maintained documentation for all three of the company's cybersecurity products. Designed and created the API documentation.
- Created writing and image formatting style guides. Managed the CSS and visual presentation for the documentation section of the site.
- Developed JavaScript additions to the documentation pages and the product, including a tool that was later added to the software itself.
- Served as scrum master on the Agile Leadership Team to help define Agile practices for engineering teams.
- Assisted with writing and design for both the Marketing and Training teams.

ACCRUENT
TECHNICAL WRITER/SCRUM MASTER

- Acted as the sole technical writer for multiple products. Wrote product documentation, white papers, and API documentation.
- Worked with our consulting teams to create custom environment content and training guides based on client specifications.
- Maintained content in multiple environments, including XML documentation in Madcap Flare, SharePoint, and Confluence.
- Served as scrum master for the Lease Administration team, managed Jira backlog, ticket triage, and technical support escalations.

UNIVERSITY OF TEXAS
ADMINISTRATIVE ASSOCIATE

- Wrote communications and edited and maintained policy documentation for the McCombs School of Business.
- Managed student and faculty assignments and funding allocations with the Office of the Dean's Financial Officer.

Timeline markers: 2023 / 2021, 2021 / 2017, 2017 / 2015, 2015 / 2011

📇 CONTACT

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🎓 EDUCATION

2008 / 2005
University of Iowa
- Bachelor of Arts
- English

2005 / 2003
Des Moines Area Community College
- Associate of Science
- Business

✏ SKILLS

Writing and Editing
- Technical writing, UX/UI writing, marketing copy, communications.

Software
- Content managers (Flare, Oxygen), Jira, Confluence, Salesforce, Figma, Adobe CS.

Languages
- Javascript, CSS, MD, HTML/XML, Max/MSP, some Java and Go.

Leadership
- Agile scrum master, content architect, project lead.

Misc
- Design and formatting, critical thinking, bad puns.