DANIELLE VANSIA

Senior Technical Writer | Open-Source Contributor | Continuous Learner

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EXPERIENCE

Senior Technical Writer
Pluralsight (joined via acquisition of A Cloud Guru in July 2021)

📅 February 2021 – Present   📍 Remote

- Promoted from Technical Writer to Senior Technical Writer after one year on the team
- Lead copy editor for 30+ courses focused on cloud (AWS, GCP, Azure), DevOps, security, programming, and Linux content
- Manages and triages 150+ tasks per week for the team's Asana project queue, trains and peer reviews other writers, balances team priorities and deadlines, acts as a point of escalation for course issues
- Restructured internal documentation repository in Confluence as well as developed and maintained internal style guide
- Co-authored a course for the platform: *Introduction to Azure Data Studio (ADS): An Explorer's Guide*; developed technical content and recorded/edited course videos using ScreenFlow and Audacity
- Led multiple training sessions to help team members open their first pull request on GitHub as well as create a Linux sandbox environment
- Maintains syncs for project reporting using the Asana and Smartsheet APIs/Python SDKs and manages workflows via GitHub Actions
- Created and maintains an automation using Python and Snowflake queries to parse and package a course's subtitles, which decreased manual workload by over 8 hours per course
- Participated in multiple company hackathons (e.g., scripted a Python/SQL automation for analyzing tech job descriptions to make relevant course suggestions)

Technical Writer
Cerner Corporation (now Oracle Health)

📅 December 2018 – February 2021   📍 Malvern, PA

- Created end-user release notes, reference pages, and help pages on Cerner's Confluence wiki space
- Led regulatory documentation review team for quarterly publications
- Contributed to department style guide on Confluence and served as a member on the Cerner Style Board

Data Specialist (Documentation and Training)
West Chester University

📅 July 2016 – November 2018   📍 West Chester, PA

- Created training documentation and videos in Camtasia for students, faculty, and external users of the college's assessment software system
- Ran live and virtual training sessions for faculty and students

Professional Services Specialist
The College of New Jersey

📅 January 2013 – June 2016   📍 Ewing, NJ

- Created summer and winter course marketing plan and worked with outside vendors to run department advertisements
- Maintained office's website on WordPress
- Developed office's business process manual and hired, trained, and evaluated student workers

OPEN SOURCE

Technical Writer/Contributor
Getting Things GNOME! (GTG)

📅 March 2020 – Present

- Maintains end-user documentation for Linux-based application and learned Mallard XML syntax to update user manual
- Contributes and responds to assigned issues through the project's GitHub repository

Google Season of Docs (GSoD) Technical Writer
Learning Equality

📅 August 2019 – February 2020

- Produced video tutorials for installing the Kolibri learning app on multiple OSes
- Designed animated explainer video to improve users' technical literacy on local area networks and the internet
- Constructed a new manual on content creation best practices and created a technical writing style guide

SKILLS

Skill	Level
Asana & Jira	●●●●●
Confluence	●●●●●
Markdown	●●●●●
Camtasia & ScreenFlow	●●●●○
Git & GitHub	●●●●○
Adobe Creative Suite	●●●○○
HTML & CSS	●●●○○
Python	●●●○○
SQL	●●●○○

CERTIFICATIONS

- Python Institute Certified Entry-Level Python Programmer (2022)
- AWS Certified Cloud Practitioner (2021)

EDUCATION

M.A. in English
The College of New Jersey

📅 September 2013 – May 2016

B.S. in Business Administration
The College of New Jersey

📅 September 2008 – May 2012