

Andrea Anderson

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An expert documentation product lead, technical writer, and editor, committed to mentoring and learning from others. Experienced team leader and docs strategist. Skilled at developing reciprocal relationships with writers, other teams, and leadership. Based in Ottawa, Canada.

EXPERIENCE

Fly.io (remote) *Docs and User Experience Lead* 04/2023–09/2024

- **Skills: documentation lead, cloud technologies, user experience testing, docs-as-code, UX writing, API docs**
- Led the documentation strategy and direction from April 2024.
- Learned the Fly.io platform by using it and testing features.
- Created technical docs for developers, including how-tos, guides, references, and API docs. (See all public contributions in [GitHub](#).)
- Collaborated with internal devs and support on docs, promoting a culture of contribution across teams.
- Developed processes and style guides to make contribution easier.
- Wrote and edited UX copy and customer emails, ensuring consistency.
- Solved customer problems [in the Fly.io community](#), then added solutions and applied user feedback to the docs.
- Improved the docs architecture iteratively over time.

DigitalOcean (remote) *Technical Editor: Community* 10/2022–02/2023

- **Skills: editing, programming languages, tech testing, collaboration, Jira, markdown**
- Edited and wrote technical content for devs, with a focus on Python and Java tutorials. Reviewed content for peers and provided feedback.
- Prioritized topics for publication and review by analyzing content performance.
- Initiated collaboration with the Developer Relations team.
- Personally tested all technical content and code samples.

Shopify (remote) *Senior Technical Writer/Editor* 07/2021–07/2022

- **Skills: docs-as-code, editing, REST APIs, GraphQL APIs, collaboration, mentoring, git command line, GitHub, markdown**
- Helped developers take ownership of the API reference docs by creating style guidelines and being a learning-focused editor.
- Wrote tutorials, Partner docs, internal process docs, and style guides.
- Created contribution guidelines that enabled support advisors to contribute to docs using GitHub.
- Developed templates, content patterns, and style guidance as part of the editing team, which helped our team of writers focus on the content and create consistent docs.
- Mentored a new team member to contribute to docs in their first week.
- Developed relationships with support, engineering, product, developer relations, marketing, and UX design to create collaboration opportunities for our team.

Amdocs – *Technical Publications Team Manager*

01/2014–07/2018

- **Skills: relationship building, project management, leadership, agile development, open source, DITA XML, Jira, Confluence, planning, being accountable**
- Managed a team of 4 writers (1 remote) and reported to the Director of Software Services.
- Gave continuous feedback and did periodic performance evaluations.
- Coached my team to help them align their career interests with company goals.
- Provided the initial docs to the Linux foundation for the open source version of AT&T's platform ([ONAP](#)).
- Led the team through a 2-year project creating internal docs for AT&T's network automation platform. This project included:
 - the successful pitch of the docs plan to executives
 - meeting milestones and reporting on progress every three months to ensure contract renewal
 - developing relationships with many different groups, including engineering, devops, and system administrators
 - gathering requirements
 - producing high quality, consistent docs for disparate systems
- Created internal process and style docs.

Amdocs – *Senior Technical Publications Designer*

07/2007–01/2014

- **Skills: collaboration, mentoring, doc design, agile development, network control and virtualization software**
- Researched and wrote documentation for installation, user, and API guides.
- Worked with design and product verification in an Agile development environment.
- Managed projects independently from start to finish.

Wind River – *Staff Technical Writer*

04/2006–07/2007

- **Skills: information architecture, single sourcing, internet protocol, style guides**
- Researched and wrote Programmer's and Migration Guides for software developers for the (acquired) Interpeak IPnet stack.
- Built successful relationships with the IPnet developers in Sweden to assess their current docs and create the new docs from scratch to meet the Wind River doc standards.
- Produced and designed content for the Online Support site.

EDUCATION

Algonquin College – *Technical Writer Diploma, Honours*

Carleton University/University of Waterloo – *English (incomplete)*