

LinkedIn profile: <https://www.linkedin.com/in/ilonakd/>

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WORK EXPERIENCE

Freelance Documentarian. March 2023—Present

Clients include:

- API Days: Courses on how to create API documentation
- ércule: Technical blogging, scripts, Generative UX, Generative AI, SEO
- Individuals: resume writing, LinkedIn profile writing, conference talk editing and practice

Privacera. Documentation Manager and Accessibility Champion. August 2021—March 2023

- Managed a global team of 6 writers and 1 editor.
- Converted our doc set to structured documentation (markdown to Paligo) and made sure it meets accessibility criteria.
- Developed our information architecture to reflect the user journey.
- Redesigned and restructured the documentation website to be fully accessible per WCAG 2.1.
- Scrum master and product owner.
- Machine Learning task force member.

Courier. Consultant, June 2021—July 2021

- Performed a documentation audit.
- Recommended information architecture and consequent website restructuring.
- Advised them on tools and processes.
- Advised on and [blogged](#) about accessibility.

Nuna. Accessibility Lead and Content Developer, November 2020—May 2021

- Created whitepapers and other documentation for the Trust and Compliance team.
- Managed relationships with federal accessibility counterparts and third-party accessibility vendors.
- Managed the FedRAMP documentation effort.
- Ensured that the product met the WCAG 2.1 accessibility standard.
- Managed VPATs and versioning, as well as internal and external audits.
- Built an accessibility and inclusive design program to work with the business, product, design, data science, healthcare, engineering, customer support, trust, and legal teams.
- Developed an educational program and deployed guidelines and resources to encourage independent contributions to program goals.

Twitch

Documentation Manager (part of the Developer Experience team). July 2019—November 2020

- Created the role of Technical Writer Intern.
- Managed vendor relationships.
- Continued documentation responsibilities for external APIs.
- Amazon Inclusion Engineer and Accessibility Champion for the DevEx team.
- Redesigned the developer documentation website: <https://dev.twitch.tv/docs>.
- JIRA admin.

Senior Technical Writer, Developer Experience. September 2018—July 2019

- Documented external Twitch APIs.
 - Created internal and external developer documentation.
 - Involved in product naming.
 - JIRA admin.
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Pinterest, Partner Integration. Documentation Developer. January 2018—September 2018

- Documented the Ads API and designed the new Ads API site.
- Created processes for API changelog and for monitoring code changes that affect documentation.

Samsung Electronics America. Senior Technical Writer, Content and Services.. May 2017—January 2018

- Produced the content of the Samsung developer documentation website.
- Authored API references and developer guides for mobile device user management.
- Created the global documentation style guide.
- Authored API references and developer guides for SmartThings (IoT).
- Worked with UX teams to develop design guidelines for Galaxy apps, Gear Watch faces and apps, and SmartThings devices.

NTT Data (client: Wells Fargo). Senior Technical Writer/Business Analyst. October 2016—March 2017

- Unit Test Reference Model: Defined and documented unit testing policies and processes.
- Responsible for ownership and maintenance of the Confluence-based reference library.
- Set the timeline for test-driven development adoption, defined metrics and created the tracking system.

Meta Company. Principal Technical Writer. July 2016—September 2016

- Wrote SDK documentation.
- Created documentation process and standards.
- Wrote copy for the Developer Center and OOBIE including scripts for videos.

Macys.com. Senior Technical Writer, Operations Support. May 2015—August 2015

- Created and maintained run books.
- Wrote, updated, and edited conceptual and process documentation.
- JIRA and Confluence admin.

Jaspersoft. Senior Technical Writer. July 2012—March 2014

- Created new documentation and maintained legacy documentation for multiple products.
- Handled Support cases and established an enablement program for Jaspersoft Studio.
- Managed the Community Website forums and contributed articles to the public-facing and internal Wikis.

IBM (formerly BigFix). Level 2 Support Engineer. July 2010—July 2012

- Supported customers on all products.
- Developed and delivered both internal training sessions and customer-facing training sessions.
- Served as administrator of the knowledge base.
- Managed writing of knowledge base articles, SDK documentation, and technical notes.

BigFix (acquired by IBM July 2010). Manager, Customer Documentation. May 2007—July 2010

- Managed writing of knowledge base articles.
- Wrote technical notes for the Customer Advocacy department.
- Developed internal training courses for new Support and Engineering employees.
- Wrote award-winning documentation for BigFix Enterprise Suite platform.
- Wrote UX and API documentation for all BigFix products.

Details of earlier positions available upon request.

EDUCATION

- Certificate, UX Design, General Assembly, San Francisco, CA.
- M.A., Theatre, Northwestern University, Evanston, IL.
- Certificate (postgraduate), African Studies, Northwestern University, Evanston, IL.
- M.A., Theatre and Drama, Indiana University, Bloomington, IN.
- B.A., English, magna cum laude, University of Pennsylvania, Philadelphia, PA.

INVITED PRESENTATIONS

- API Days, Paris, 2020: "[Accessibility matters](#)"
- TechWomen, online, 2020: "Keep your virtual audience engaged"
- API Days Interface, online, 2020: "[Doc Well for DevRel](#)"
- Czech Forum on Women in Technology 2019: "[Why is documentation important?](#)"
- Brno Technical Writers Meetup, May 2019: "Report from Silicon Valley"

CONFERENCE TALKS

- API Days, Hong Kong, 2020: "[The three things your developer portal can't live without](#)"
- API Days, Paris, 2019: "[Revamping the developer documentation website at Twitch](#)"
- Write the Docs Prague, 2019: "[Inclusive environments are better: science says so](#)"
- Write the Docs Portland, 2019: "Inclusivity in Technical Documentation"
- Write the Docs Portland, 2018: "Being a Solo Techwriter in a Large Company"
- Women Who Code, 2012: "The Business of Open Source Software"
- Society for Technical Communication, 1998, "Writing for Localization: Technical Communications for the Global Economy"

CERTIFICATIONS

- Scrum Fundamentals Certified - February 2023
- Web Accessibility - W3Cx - March 2021
- IAAP - Certified Professional in Accessibility Core Competencies - In process

PROFESSIONAL AFFILIATIONS

- International Association of Accessibility Professionals
- TechWomen
 - Professional Mentor and Cultural Mentor
 - Facilitator, 2020 Virtual Program
 - TechWomen Alumnae Council Co-Lead - 2021
 - TechWomen Alumnae Council Communications Lead - 2020
- Women in APIs
 - Mentor
 - Leader, GET /Speaking program
 - Founder, GET /Writing program