Jennie Snider

415.577.2879 | San Francisco, CA

jennie@jenniesnider.com | https://www.linkedin.com/in/jenniesnider/ | http://www.jenniesnider.com

Technical Skills

- Postman
- Markdown/XML
- HTML/CSS
- Java
- JavaScript
- Python
- SQL
- REST APIs
- Git

Experience

Senior Technical Writer, Vault Developer Portal

Veeva Systems, Pleasanton, CA   2018 - Present

- Planned, created, and maintained documentation for a dedicated feature set in conjunction with Agile release cycles.
- Worked closely with product managers and engineers to test feature functionality and create sample code.
- Participated in peer editing and review with teammates and provided editing and visual elements for developer support engineers.
- Created, maintained, and regularly presented a webinar on the role of product managers and other stakeholders in the documentation process.

Freelance Writer

Self-Employed, San Francisco, CA   2013 - 2018

- Created software tutorials, blog posts, and social media content.
- Researched and wrote short pieces about the origins of slang and pop culture terminology for the Everything After Z project at Dictionary.com.

Client Manager

DG, San Francisco, CA   2008 - 2013

- Worked cross-functionally with QA and engineering to support clients by phone, email, ticketing, and chat.
- Built a knowledge base for new asset management software, significantly decreasing time spent training customers.

Education

Bachelor of Arts in English

Butler University, Indianapolis, IN

Related Coursework

Certificate in Full Stack Web Development
First Course in Java
Grammar, Mechanics and Usage for Editors
Technical Communication I
UC Berkeley Extension, Berkeley, CA