Gregg Roeten

SENIOR TECHNICAL WRITER CREATING ENTERPRISE SOFTWARE DOCUMENTATION

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🌐 Portfolio

CORE STRENGTHS

Enterprise Documentation

- Senior Technical Writer with 10+ years of experience delivering concise technical documentation on enterprise-level software products for technical and non-technical audiences.

Content Requirements

- Leveraging my 20+ years of software engineering experience to quickly research and understand content requirements. Most recently, at Siemens, I researched a project where I had to determine the requirements and used them throughout the project.

Leading Teams

- Managed with empathy a 12-person Tata Consultancy Services (TCS) team at Nortel Networks Inc. After one year; I led them to reduce work on hand by 50% and open ticket age by 30%.

EDUCATION

Bachelor of Science

Appalachian State University

- Majors: Computer Science
- Honors: Alpha Chi, Gamma Beta Phi Honor Societies

CERTIFICATIONS

- AWS Certified Cloud Practitioner, Amazon Web Services (AWS), 5S5FM3PL3JQ4QVSB
- AWS Certified Solutions Architect Associate, Amazon Web Services (AWS), AWS00619576

KIND WORDS

Surpassing Expectations: "*His work was always high-quality, on time, and on budget.*"
"*Gregg is intent on producing high-quality content that is understandable for the reader.*"
"*He takes pride in his work and ensures everything he produces is high-quality.*"
Siemens managers, LinkedIn recommendation.

CAREER EXPERIENCE

Technical Writer

Splunk (Swoon) | San Francisco CA 94107 | 04/2023 - Current

- Created Root Cause Analysis (RCA) documents to communicate with Splunk Customers.
- Explained technical events for cloud infrastructure from incident response teams in easy to understand terms.
- Created runbook documentation and style guides in Atlassian Confluence and LucidChart to share knowledge with our internal teams.

Senior Technical Writer

Enlighted / Siemens | Charlotte, NC | 02/2022 - 02/2023

- Managed a re-engineering process to improve Confluence spaces and restructured architecture for seven engineering teams to increase efficiency, saving research time by 10%.
- Led a re-engineering process project to standardize Agile and Scrum processes for Scrum Masters and Project Managers, which led to 10% fewer JIRA tickets per release.
- Authored comprehensive technical documentation for a programmable IoT lighting switch, improved product adoption rate by 35% among new users.
- Spearheaded technical specifications, Lucidchart architectural diagrams, and step-by-step instruction manuals for IoT lighting software, consistently exceeding KPI metrics.

Technical Writer / Java Engineer

NC Department of Revenue | Raleigh NC | 04/2019 – 12/2021

- Expanded the taxpayer web application's technical diagrams, charts, and non-technical end-user documentation using MS Word, Visio, and Wiki Markdown.
- Led the Pandemic Child Rebate program and designed the UI, data schema, and download program for the database team. Over 500,000 taxpayers were approved for this rebate.
- Automated SQL queries into Excel reports through Java and Microsoft SQL Server Management Studio (SSMS). Saved my workload by 12% daily.

Technical Writer / Engineer Consultant

Fidelity Investments (Infosys) | Durham, NC | 12/2017 – 12/2018

- Developed an API user guide and a quickstart guide with MS Word that described the new API functionality for customer use.
- Customized a complex enterprise system's personalized customer interface (UI/UX).

Java Engineer / Documentation Writer

Access Point | Cary, NC | 01/2017 – 09/2017

- Designed user guides and release notes on new functionality, which enabled internal users to program new functionality and met 100% of requirements.

Technical Writer / Engineer Consultant

Lenovo (CTG) | Durham, NC | 09/2016 – 12/2016

- Expanded user guides, release notes, and quick-start guides on implementing new SDKs reduced the number of Customer Service inquiries by 5%. Worked on Linux platform.

Confluence | SharePoint | FrameMaker | Lucidchart | Visio | ServiceNow | GitHub | HTML | Markdown | Wiki | JavaScript | Java | APIs | AWS | SQL | SDLC | DDLC | Linux | JSON | CSV