

## Writer and Editor

*Clear communication about complex systems.*

### Key Skills

- Technical writing and editing
- Adobe Creative Suite
- Microsoft Office
- Jira, Confluence, SharePoint
- Markdown, HTML, CSS
- WordPress
- Mac, Windows, Linux

### Experience

#### BrassTack

April 2016 – present

##### Co-owner, Technical Writer

- Wrote and edited documentation, website content, and communications for systems administration consulting firm specializing in DevOps processes.
- Managed documentation in GitHub, GitLab, and Jira.

#### Elastic

February - August 2019

##### Technical Writer

- Wrote and edited documentation. Completed Elasticsearch Engineer I training.

#### Read (Think) Books

November 2011 - March 2018

##### Co-owner, Graphic Designer

- Designed branding, marketing, and managed website and social media for independent bookstore.

#### Retail Cloud Technologies

March 2014 - January 2015

##### Technical Writer (Contract)

- Wrote documentation for cloud-based POS system, interviewing developers and advising on marketing.

#### DaVita Labs

May - August 2013

##### Technical Writer (Contract)

- Led documentation effort for new lab software/hardware system. Created procedures, runbooks, and SOPs.

# MK Swanson

407 687 5897 • [mikah@brasstack.net](mailto:mikah@brasstack.net)

## SunTrust

June - August 2012

### Lead Technical Writer (Contract)

- Led local writing team on procedures documentation project. Onboarded new writers.

## First Data

November 2009 - December 2010

### Technical Writer (Contract)

- Wrote and edited financial software documentation and online help using Madcap Flare.

## Carley Corporation

April – November 2009

### Technical Writer

- Documented hardware/software installations and performed QA for government contracts.

## Cisco Systems

December 2006 – October 2008

### Bid Developer (Contract)

- Supported sales teams with proposal responses and wrote networking product collateral.

## Education

MA, University of Florida

BA, Old Dominion University, Virginia