





# JODY WINTER

---

TECHNICAL WRITER

---

## CONTACT

 021 545 797  
 jodywinter@xtra.co.nz  
 [LinkedIn.com/in/jody-winter](https://www.linkedin.com/in/jody-winter)  
 Auckland, New Zealand

---

## PORTFOLIO & BLOG

[jodywinter.com](https://jodywinter.com)

---

## EDUCATION

Ara Institute of Canterbury, 2003  
Wainuiomata College

---

## SKILLS

Technical Writing  
REST API Documentation  
Docs-as-Code  
Content Management  
Editing and Proofreading  
Multi-Platform Publishing  
Single-Sourced Content  
UI and UX  
Instructional Videos  
Writing Education

## SUMMARY

---

Great documentation empowers users and organisations. My expertise lies in transforming disjointed technical information into well-written, meaningful content. I'm meticulous in my approach, use robust and proven methods, and I have a wide range of experience with technology and tools.

---

## WORK EXPERIENCE

### DOCUMENTATION SPECIALIST

Affinity Employer Services | Apr 2014 — Present

Affinity develops world-leading payroll services and solutions for customers in Australia and New Zealand.

- Delivery of all end-user online help (large screen and mobile).
- API documentation (reference and conceptual docs) using either the OpenAPI Specification in YAML or code annotations in C#.
- Content management (using Author-it).
- UI/UX consultation to the development team.
- Custodian of organisation-wide common language.
- Database field definitions and field labelling for core apps.
- Instructional and product demo videos with text-to-speech narration.
- Support documentation (release notes, functional specifications, project documents, whitepapers).
- Marketing collateral, blog articles, website copy.
- Editing, proofreading and improvement of existing content.

### FREELANCING

Redocly | Feb 2022 — Jan 2024

Contributions to [Redocly's open source product documentation](#) and [blog](#).

SonaSafe | Mar 2023 — Apr 2023

Documented key systems to support implementation.

New Zealand Frost Fans | Aug 2022 — April 2023

Supporting NZFF's wider docs strategy by documenting specific procedures.

# JODY WINTER

## TECHNICAL WRITER

### TOOLS / LANGUAGES

Author-it

Stonly

Camtasia • Snagit • Audacity

CSS • HTML • Markdown • YAML

MS Word • MS Excel • MS Teams

Confluence • Hive • Jira • Canny

GitHub • GitHub Desktop

Postman • Stoplight • SwaggerUI

OpenAPI Specification 3.0+

Visual Studio • Visual Studio Code

### QUALIFICATIONS

#### GRADUATE DIPLOMA OF TECHNICAL COMMUNICATION

Ara Institute of Canterbury, 2003

### ASSOCIATIONS

#### TECHNICAL COMMUNICATORS ASSOCIATION OF NZ

Member Since 2004



### WORK EXPERIENCE CONTINUED

#### FREELANCING (CONTINUED)

Fuel50 | Aug 2022 — Dec 2022

Provided documentation services to support new product development.

Portainer | Aug 2021 — Nov 2021

Provided copy editing services to [Portainer's updated docs portal](#).

Nextory | Apr 2021 — Aug 2021

Documented Nextory's internal [RESTful API](#).

Southern Cross Health Services | Nov 2017 — Feb 2019

Content development and usability testing for the BeingWell app. Advice regarding UI language, tone and phrasing. Development of a written style guide.

#### DOCUMENTATION SPECIALIST

Triquestra International | Feb 2010 — Apr 2014

Triquestra is a leading provider of retail management and point-of-sale systems to a worldwide customer base.

- Established the first-ever technical docs function in the organisation.
- Delivery of all end-user online help.
- Content management (using Author-it).
- Print, web and traditional help formats.
- Software release notes and product whitepapers.
- Instructional videos.
- MS Word template design.
- Editing and proofreading.
- Writing education.

I also provided business analysis and testing to [www.karenwalker.com](#).

# JODY WINTER

---

## TECHNICAL WRITER

---

### INDUSTRIES

Software Development

Central & Local Government

Entertainment, Gaming & Hospitality

Cemeteries & Crematoriums

Broadcasting

Telecommunications

Professional Associations

Open Source

---

### INTERESTS

Fashion

U.S. Politics

Technology

House Plants

Singing

Interior Design

### WORK EXPERIENCE CONTINUED

#### DISASTER RECOVERY SPECIALIST (CONTRACT)

Land Information New Zealand (LINZ) | Jul 2009 — Jan 2010

Designed, planned and delivered a DR framework for six core systems.

#### CONSULTANT (CONTRACT)

Pyrios | May 2009

Delivered writing-education workshops for staff in Auckland and Wellington. The focus was how to write winning business proposals, a pain point that was costing the company sales.

#### CONSULTANT (CONTRACT)

Blind Low Vision NZ | Apr 2009

Finished their corporate style guide and provided a basic Word template.

#### TECHNICAL AUTHOR (CONTRACT)

SKY CITY Auckland | Feb 2004 — Feb 2009

Wrote and maintained standard operating procedures and disaster recovery procedures for key systems. Help with support desk communications as required.

#### CONSULTANT (CONTRACT)

Television New Zealand (TVNZ) | Jul — Sep 2008

Prepared a disaster-recovery gap analysis and action plan for the technology department. Wrote and delivered DR procedures to close the gaps.

# JODY WINTER

---

## TECHNICAL WRITER

---

### REFERENCES

**Vanessa Stevenson-Nagel**

Affinity Employer Services  
Project Manager  
021 273 6181

**Kelly Brown**

Triquesta International  
Chief Executive  
027 432 0614

### WORK EXPERIENCE CONTINUED

**EARLY ROLES AND CONTRACTS**

- Technical Writer, Manukau City Council, Mar 2004 — May 2008
- Contract Project Manager, Manukau City Council, Aug 2000 — Sep 2003
- Contract Business Analyst, Manukau City Council, May — Jul 2000
- Property and Infrastructure Project Manager, EDS NZ, Feb — May 2000
- Y2K Project Coordinator, TVNZ, Sep 1998 — Jan 2000
- Y2K Project Coordinator, Australian Broadcasting Corporation, Feb — Aug 1998 (Sydney, AU)
- Project Administrator, Royal SunAlliance, Oct 1997 — Jan 1998
- Project Support, Telecom NZ Ltd (Network Service Deployment), Oct 1996 — Oct 1997
- Administrator/Personal Assistant, British Medical Association, Jan — Jun 1996 (London, UK)
- Accounts Payable Clerk, Unilever International Market Development, Aug — Dec 1995 (Bristol, UK)
- Accounts Payable Clerk/Personal Assistant, British Medical Association, Jul 1994 — Jul 1995 (London, UK)
- Accounting and Payroll Clerk, Odlin McGrath Chartered Accountants, Jan 1989 — Jun 1994

---

### CONTINUING EDUCATION

**API DOCS + DOCS-AS-CODE**

I'm learning how to define REST APIs using the OpenAPI Spec and applying docs-as-code principles. View my projects [here](#).