

JODY WINTER

TECHNICAL WRITER

CONTACT

-  021 545 797
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-  LinkedIn.com/in/jody-winter
-  Auckland, New Zealand

PORTFOLIO & BLOG

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.

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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.

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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)

SKYCITY 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.

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REFERENCES

Vanessa Stevenson-Nagel

Affinity Employer Services
Project Manager
021 273 6181

Kelly Brown

Triquestra 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](#).