KIMBERLEE HOWLEY

Technical writer and developer

CONTACT:

(415) 202-4776
hello@kimberlee.dev
www.kimberlee.dev

STACK:

- C++
- CSS
- Express
- Git & GitHub
- Grails
- Heroku
- HTML
- JavaScript
- MDX
- MySQL
- Netlify
- Next.js
- Node.js
- Python
- React
- TypeScript
- Vercel
- WordPress

EDUCATION:

Wellesley College
B.A., History | 2009 - 2012

- Madeleine Albright Fellowship
- Gordon Public Service Award

City College of San Francisco
A.S., Computer Science | 2023 Anticipated

- Data Structures & Algorithms
- Computer Architecture

FUN FACTS:

- Marathoner
- Military brat

WORK HISTORY:

Shopify | Technical Writer (San Francisco, 2022 - 2022)

- Developed reference documentation for Shopify APIs and internal docs platform processes
- Collaborated with product teams on launch documentation

Daily | Developer Relations Engineer (San Francisco, 2020 - 2022)

- Developed reference documentation for the daily-js and REST APIs
- Led docs maintenance, including API updates and bug fixes
- Designed and executed guides content strategy in collaboration with SMEs; guides are shared with hundreds of developers per month
- Authored tutorials, including demo apps and sample code, that generated thousands of views on the company blog
- Part of the core team that migrated docs from Readme.io to a custom platform using Next.js, TypeScript, MDX and Vercel

Survata | Support Engineer (San Francisco, 2019 - 2020)

- Documented survey rebuild process and trained ops team to execute
- Maintained Survata knowledge base and migrated docs to Confluence
- Shipped AngularJS, MySQL, and Grails bug fixes for 120+ tickets/month as the only Support Engineer
- Solved 80% of user-reported product bugs within 16 hours
- Earned 100% 5-star satisfaction rating on 2020 requests

Stripe | Communications (San Francisco, 2015 – 2019)

- Designed lesson and taught +700 employees how to talk about Stripe
- Created launch documentation for partner program
- Coached developers on technical talks, interviews, and blog posts
- Ghost wrote executive bylines for trade publications
- Project managed cross-team redesign of stripe.com/about

Edelman | Assistant Account Executive (San Francisco, 2014 – 2015)

Worldreader | Assistant Manager | (San Francisco, 2013 - 2014)

COMMUNITY CONTRIBUTIONS:

Top DEV Author (2021)

- Wrote eight posts generating +5500 views

COVID-19 Open Restaurant Finder | Open Source (2020)

- Built Node.js, REST and Twilio app that lists restaurants by zip code
- Acquired hundreds of users in under 48 hours

Microsoft Electron Fiddle | Open Source (2020)

- Improved user interface by adding a reset layout button to React app