Jared Peres

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Senior Technical Writer with 15+ years of experience creating, editing, and publishing complex technical documentation to support software and hardware products.

Experience

2018 – PRESENT
Senior Technical Writer | UKG | Remote

Content: Release notes, guides, job aids, online help, FAQs, webinar slides
Supporting: Major, minor, and service/compliance releases for all Benefits products
SME Collaboration: Product and Program Managers, Developers, QA Analysts, Technical Support Managers, etc.
Tools: Heretto, Ingeniux, Oxygen XML Editor, Atlasian JIRA, Aha!, Service Now, Microsoft Visual Studio Code, Microsoft 365: OneNote, PowerPoint, SharePoint, OneDrive, etc.

2017 – 2018
Manager, Technical Writing | Hyland Software | Lenexa, KS

Leadership: Interview and hire new employees, complete performance reviews, perform one-on-one meetings
Content: Release notes, guides, job aids, online help, UI text, FAQs
Supporting: Major, minor, and service/compliance releases for all Benefits products
SME Collaboration: Product and Program Managers, Developers, QA Analysts, Technical Support Managers, etc.
Tools: Adobe FrameMaker, XMetaL Author, Atlasian JIRA, Microsoft Office: PowerPoint, SharePoint, OneDrive, etc.

2011 – 2017
Technical Writer and Team Lead | Perceptive Software – Lexmark – Kofax Software | Lenexa, KS

Leadership: Mentor new employees, provide content reviews, perform one-on-one meetings
Content: Release notes, guides, job aids, online help, UI text, FAQs, training guides
Supporting: Major, minor, and service/compliance releases for Business Process Management (BPM) and Business Intelligence (BI) products
SME Collaboration: Product and Program Managers, Developers, Technical Support Managers, etc.
Tools: Adobe FrameMaker, XMetaL Author, Adobe RoboHelp, MadCap Flare, Atlasian JIRA, Microsoft Team Foundation Server (TFS), Microsoft Office: PowerPoint, SharePoint, OneDrive, etc.

2007 – 2010
Technical Writer | ICOP Digital | Lenexa, KS

Content: Release notes, product manuals, job aids, quick reference guides, UI text, training guides
Supporting: Major, minor, and service/compliance releases for all hardware and software products
SME Collaboration: Product and Program Managers, Developers, Technical Support Managers, etc.

Tools: Heretto, Ingeniux, Oxygen XML Editor, Atlasian JIRA, Service Now, Microsoft 365: OneNote, PowerPoint, SharePoint, OneDrive, etc.

Skills

DITA-XML authoring • Agile development • Documentation style, structure, and technical reviews • Needs analysis • Subject matter research • Content publishing • Project management • People leadership • Detail-oriented • Deadline-driven • Structured authoring • Style guide

Activities

Travel • Health and fitness • Classic cars • Music • Sports