Kevin Kirby

938 110ᵗʰ Ave NE, B411, Bellevue, WA 98004 ◊ (214) 995-8847 ◊ kevinscottkirby@gmail.com

---

Employment

Solutions By Text: Technical Writer; Dallas, Texas
March 2022 – Present

- Document customer-facing APIs on the Redoc platform. Primary responsibility is for descriptive text and images; secondary is for issues with schema components. Requires collaboration with engineering teams in India and the United States.
- Create HubSpot Knowledge Base articles for customers. Requires collaboration with product managers and engineers for UI/UX and other platform areas and elements.
- Record, edit, and narrate feature videos for HubSpot Knowledge Base.
- Maintain Product Team SharePoint pages for information and document sharing with other company teams.
- Create and automate SharePoint Forms and Lists for product enhancements and messaging templates.
- Edit and rewrite root cause analysis (RCA) reports for platform incidents.

Hempel (USA), Inc.: Technical Writing Associate; Dallas, Texas
November 2014 – March 2022

- Wrote, edited, designed, and managed process for creation, updates, and version tracking of technical documents for Neogard Construction Coatings division.
- Collaborated with Technical, Sales, Marketing, R&D, and Regulatory subject matter experts, and satisfied their requirements.
- Managed product data sheets within InRiver Enrich Product Information Manager for Hempel North America.
- Developed taxonomy for Neogard technical documents. Goals included standardization of language, error elimination, and eventual transition to a database-driven platform.
- Wrote and edited marketing materials for Hempel and Neogard campaigns, including web blogs, case studies, and social media posts.
- Managed content and design of internal SharePoint websites, including document repositories and lists/databases.
- Managed content and design elements on the customer-facing Neogard website.
- Created Neogard construction detail drawings in Illustrator.

Sabre: Intern, Technical Writer; Southlake, Texas
May 2014 – August 2014

- Created and edited various documents on airline codeshare operations and software, including internal and customer-facing documentation.
- Won the business case competition for interns as a member of a four-person team.
- Created promotional materials for an intern community service project.

Cedar Valley College: PC Support Specialist; Lancaster, Texas
February 2004 – May 2014

- Performed a wide range of IT-related responsibilities, including desktops, servers, and networks.
- Documented department processes and procedures.
- Wrote end user documents for training and education.

Education

University of North Texas: Denton, Texas
Master of Arts with a Major in Professional and Technical Communication, December 2018

Iowa State University: Ames, Iowa
Bachelor of Arts in Journalism and Mass Communication, May 1997

University of Wyoming: Laramie, Wyoming
Bachelor of Arts in Political Science, May 1993

Software

MS Office; Adobe Creative Suite; MadCap Flare; Camtasia; SharePoint; CMS including DNN, WordPress, and Sitecore; Redoc API documentation platform (edited in VS Code); Windows, Mac OS X.