Kaylee Schonsheck

kayschon@gmail.com
http://kaylee.me/

Work Experience

Axoni   **Jul 2022 – Oct 2024**
Technical Writer   *Remote*

- Created, updated, and maintained documentation for technical and non-technical users, including API, user, and configuration guides; release notes; architecture diagrams; and troubleshooting solutions
- Worked cross-functionally with Engineering, Product, and Customer Success to gather and validate technical details, ensuring clear, accurate, and user-focused documentation
- Developed and maintained style guides, standard operating procedures, templates, and reusable content to promote consistency and quality across documentation domains
- Edited documents prepared by subject matter experts to ensure clarity and adherence to internal style guides and documentation best practices
- Regularly revised existing documentation based on user feedback and product releases to maintain accuracy, completeness, and alignment with user needs

Mastercard   **Aug 2016 – Jul 2021**
Software Engineer II (Mar 2018 – Jul 2021)   *O'Fallon, MO*

- Translated technical requirements into actionable software design documents describing architectural changes, UI and API updates, cross-application dependencies, and testing and implementation considerations
- Managed internal knowledge base and document repositories to preserve institutional knowledge, maintain document accuracy and accessibility, and ensure complete records for annual PCI audit reviews
- Developed internal training materials to standardize and improve onboarding processes

Software Engineer I (Aug 2016 – Mar 2018)

- Assessed implementation risks and developed mitigation plans to minimize potential customer impact during and after release deployments in production environments
- Identified and documented lessons learned and action items following implementations to ensure continuous enhancement of release processes

Education

University of Michigan   **Sep 2012 – Apr 2016**
B.S. in Computer Science, minor in Asian/Pacific American Studies   *Ann Arbor, MI*

Skills

- **Technical Skills:** HTML/CSS, JavaScript, XML, Markdown, Python, SQL, data modeling
- **Tools:** MadCap Flare, Confluence, Jira, static site generators (MkDocs), Swagger, version control (Git), Microsoft Office (Word, Excel, Visio), Adobe (Photoshop, Lightroom)