

Jon Nadelberg

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Summary

I am a technical writer with a strong background in software engineering. I am proficient in a variety of programming languages and tools and have a proven track record of creating high-quality technical documentation. I am also a skilled communicator and collaborator, and I enjoy working with teams of all specialties and sizes. I am passionate about helping others learn and use technology, and I am committed to providing the best possible user experience.

Skills

- **Technical Writing:** API Documentation, SDK Documentation, User Manuals, Release Notes, Online Help, Knowledge Bases, White Papers
- **Programming Languages:** C, C++, Java, SQL
- **Markup Languages:** HTML, XML, Markdown, RST
- **Tools:** Madcap Flare, VS Code, GitHub, Confluence, Oxygen, Photoshop, Acrobat, Microsoft Office Suite, Google Suite
- **Methodologies:** Agile, Waterfall, Scrum, Kanban
- **Teamwork:** Works well independently as well as part of multidisciplinary teams
- **Software engineering:** Able to utilize software engineering and coding backgrounds to interpret product literature and to better ensure accurate and intelligible documentation

Experience

Zoox (Contract through Lancesoft)

- **Dates:** August 2024 – Present

- **Location:** Foster City, CA
- **Title:** Lead Technical Writer
- **Responsibilities:**
 - Create technical documentation for AI and ML infrastructure projects related to autonomous vehicles.
 - Utilize Confluence, and Google Suite for collaboration.
 - Work on MacOS system.

Snowflake (Contract Through Apex Systems)

- **Dates:** August 2023 – August 2024
- **Location:** San Mateo, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Document database connection software using VS Code and GitHub for docs as code on MacOS.
 - Develop and maintain release notes and tutorials for a developer audience.
 - Document system connectors to Snowflake from ServiceNow and Google Analytics.
 - Edit HTML, Markdown, and RST files.
 - Utilize Google Suite for internal communication.

Google (Contract Through Info Objects)

- **Dates:** December 2022 – November 2023
- **Location:** Sunnyvale, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Create and update documentation for Sigstore and SLSA cloud-based security products for the Google Open-Source Security Team (GOSST).
 - Utilize Markdown, VS Code, and GitHub for documentation.

- Collaborate using Google Suite.

Gracernote

- **Dates:** November 2013 – January 2023
- **Location:** Emeryville, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Develop and maintain C, C++, and Java APIs and SDKs for SAAS company providing entertainment metadata to entertainment services and companies.
 - Create and maintain documentation for JSON-based web APIs.
 - Write shell scripts in JavaScript and Microsoft Batch.
 - Document build procedures for Windows, iOS, Mac OS, and Android.
 - Document code samples and edit source file comments for clarity.
 - Utilize Madcap Flare for multi-platform documentation.
 - Create and maintain Confluence pages.

Sony Interactive Entertainment

- **Dates:** September 2016 – March 2022
- **Location:** San Mateo, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Create and maintain approximately 35 web API and JSON documents.
 - Develop documentation for C and Java software library components for Sony PlayStation.
 - Maintain PlayStation Network platform system tool document set.
 - Collaborate with multiple teams across Japan, Europe, and the USA.
 - Improve the design and style of web API documents.
 - Document software for PlayStation VR system.

- Identify and correct errors in software documentation.
- Edit and create graphics for documentation using Adobe Illustrator, Adobe Photoshop, and Microsoft PowerPoint.

Electronic Arts

- **Dates:** March 2016 – September 2016
- **Location:** Redwood Shores, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Develop and maintain web API documentation for the EA video game Developer Platform using DITA and XML authoring tool Oxygen.

Nikonians

- **Dates:** 2015 – 2017
- **Location:** Foster City, CA
- **Title:** Contributing Author
- **Responsibilities:**
 - Author articles on technical and artistic subjects for a photography website.

Voltage Security

- **Dates:** November 2010 – May 2012
- **Location:** Cupertino, CA
- **Title:** Senior Technical Writer
- **Responsibilities:**
 - Document cryptography and security APIs and SDKs in an Agile development environment for payment and credit card systems.
 - Develop how-to guides and user manuals for software used on Point-of-Sale devices and credit card processing systems.
 - Write and generate online help for Web applications using RoboHelp HTML.

- Create screenshots for online help and user guides using RoboScreenCapture.
- Daily Scrum meetings for use in Agile development process.

Actuate Incorporated

- **Dates:** February 2007 – November 2010
- **Location:** San Mateo, CA
- **Title:** Content Developer
- **Responsibilities:**
 - Develop and deliver training for business intelligence software.
 - Document Java and Basic language APIs.
 - Create software examples for new API entries and libraries.
 - Write, edit, and test classroom materials and product manuals in Adobe FrameMaker for database software written in Java, JavaScript, SQL, and proprietary Basic.
 - Create and edit images using Photoshop and PaintShop Pro.

Education

- **School:** California State University, Northridge
- **Degree:** Bachelor of Science in Computer Science