Bennett Charles

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Summary

Website and portfolio: https://bennetthub500.github.io/personal/

Technical writer and editor for developer documentation with API experience. Experienced with content design for technical and non-technical audiences. Skilled collaborator with product, design, UX, marketing, sales, engineering.

Authoring and publishing tools: Markdown, reStructuredText, Sphinx, Jekyll, Docusaurus, Hugo, Github Pages, MS Word, MS Sharepoint, Confluence, Quip, WordPress
Technical tools: Github, Gitlab, Postman, Insomnia, Google Compute Engine, Stoplight, OpenAPI, Swagger, JIRA, Pivotal, Docker, PowerPoint, Zendesk, Salesforce CRM
Programming: Can read Python and JavaScript; SQL; experienced with Agile methodology
Online courses: Coding for Writers, Basic Programming (Udemy); Learn API Technical Writing, JSON and XML for Writers (Udemy)

Industry areas: SaaS, cloud, DevOps, internal engineering, security, database, e-commerce, open source, streaming media

History

Technical Writer, Amazon (contract)
April 2024 - July 2024, San Francisco, CA
- Worked on Amazon Music developer experience team to rewrite GraphQL API and onboarding documentation for internal and 3rd party developers, including getting started guides, installation and reference docs. Completed 95% of docs in plan I co-developed.

Technical Writer (Open source volunteer), SaltStack
September 2022 - January 2024, remote
- Contributed to reference docs and developed text and docstring-based documentation templates for Python modules aimed at system administrators and developers for SaltStack, a remote execution and configuration automation product for cloud infrastructure & DevOps

Technical Writer, Developer Documentation, Kick Designs
August 2021 - August 2022, San Francisco, CA
- Wrote and edited reference and implementation documentation for security, database, streaming media, automotive software and GraphQL clients in a docs-as-code environment using Github and various publishing platforms

Technical Writer and Communications Consultant
October 2019 - July 2021, San Mateo, CA
- Projects included developer reference and API documentation (REST and GraphQL) for AI/ML startup and content for martech startup

Communications (Policy Aide), Office of Santa Clara County Supervisor Joe Simitian
February 2018 - July 2019, San Jose, CA
- Directed information architecture, content design and outreach events strategy; managed website and migration for district of 400,000 constituents encompassing Silicon Valley
- Wrote opinion by-lines, press releases, newsletters; curated and edited web content

Tech Communications and Operations Consultant
August 2010 - July 2017
Handle (mobile + web email/to-do SaaS app)
- Wrote tutorial and FAQ content for end users, informed by user feedback
- Conducted UX lab studies, journey mapping, surveys, customer development interviews
- Launched mobile app to 100,000 users; drove input to roadmap as voice of customer
Buyer's Best Friend (web b2b ecommerce marketplace)
- Hired, managed, trained data and onboarding team of 10; Managed Tier 1 and 2 support
- Grew seller catalog 5X "selling" freemium listings; oversaw 9X catalog growth
Salesforce
- Dreamforce sales operations - meeting planning between sales teams, customers, and Salesforce subject-matter executives/experts with the Executive Briefing Center team

Principal, Trend Effect Communications
June 2008 – May 2010, San Francisco, CA
- Message development, content, marketing communications, strategic planning services

Director of Marketing, Ops Technology
Sept 2007 – May 2008, San Francisco, CA
- Wrote collateral, presentations, email campaigns, and web content; Managed PR agency

Education

M.P.A., Program in Public and Nonprofit Management and Policy
New York University

B.A., Psychology
University of Rochester