

# Kimberly Monterrubio

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## Work Experience

### ORACLE CORPORATION

OCTOBER 2022 – MAY 2023

### CERNER CORPORATION (Acquired by Oracle)

JULY 2015 – OCTOBER 2022

#### Documentation Architect

July 2021 – May 2023

*3 years of experience as a documentation strategist, documentation quality manager, accessibility expert, and technical writer trainer for electronic health record software documentation*

- Defined and documented documentation strategy, including processes, tools, reports, and design
- Trained and mentored on documentation processes, audited documentation for quality and process compliance, and provided feedback to encourage improvement
- Authored and maintained help guides, configuration guides, training materials, and release documentation for technical, nontechnical, and internal audiences
- Managed a cross-organization documentation style board and lead monthly meetings with the board to discuss additions and modifications to the documentation style guide
- Authored and managed documentation style guide topics and presented changes to technical writers on a monthly basis
- Managed and audited high-profile release documentation across 15 technical writers for a software platform that released updates twice a week
- Served as a documentation expert for cross-organization accessibility initiatives, including maintaining the documentation sections of VPATs and ensuring documentation and UI text met WCAG 2.1 accessibility standards
- Participated in various initiatives that advanced team and organizational goals to improve the effectiveness of documentation tools, and processes
- Communicated and monitored tasks and deadlines across the technical writing team
- Addressed routine documentation issues and questions across organizations
- Performed associate management responsibilities, including training, development, and retention of high-performing technical writers

#### Senior Technical Writer

September 2017 – July 2021

#### Technical Writer

July 2015 – September 2021

*5 years of experience as a technical writer for electronic health record software documentation*

- Authored and maintained help guides, configuration guides, training materials, and release documentation for technical, nontechnical, and internal audiences
- Authored and developed software documentation with limited guidance from others
- Evaluated engineering projects and their client impact to define documentation requirements
- Facilitated documentation reviews with subject matter experts across organizations
- Authored and managed documentation throughout the complete documentation workflow
- Mentored other technical writers on documentation processes, quality standards, and best practices
- Participated in documentation initiatives
- Managed and coordinated release documentation

## **ULTRAMAIN SYSTEMS, INC.**

**FEBRUARY 2010 – JULY 2015**

### **Technical Writer**

**February 2010 – July 2015**

*5 years of experience as a technical writer with limited graphic design and UI design responsibilities for aviation maintenance and engineering software*

- Created and managed end-user software documentation, including help manuals, configuration manuals, release notes, and training manuals for use in internal training and client training programs
- Created quarterly article content for internal and client newsletters
- Provided UI design and content input for aviation maintenance tracking, aviation inventory tracking, and aviation maintenance operation status mobile apps
- Designed and created SVG files with interactive JS and CSS for integration into Java software
- Designed and created diagrams for use in marketing brochures, sales presentations, and software demonstrations
- Designed and created software icons
- Created and modified HTML and CSS for email marketing correspondence

## **Education**

### **BACHELOR OF ARTS IN ENGLISH – TECHNICAL WRITING**

**December 2010**

**University of New Mexico, Albuquerque, NM**

## **Skills & Proficiencies**

### **Proficiency with the following tools:**

- Microsoft Office (Word, Excel, PowerPoint, SharePoint, Visio, OneNote, Outlook)
- Adobe Photoshop and Illustrator
- Confluence
- Jira
- GitHub
- PowerBI
- Acrolinx
- Microsoft Teams, Slack, and Zoom
- Familiarity with MadCap Flare

### **Proficiency with the following methodologies:**

- Agile-based software development
- Scrum-based software development
- WCAG 2.1 accessibility standards
- Document control systems
- Crucial conversation communication model

### **Working knowledge of the following languages:**

- DITA
- HTML, CSS, JS, XML
- SVG

### **Proficiency with the following documentation types:**

- End-user help and training manuals
- Configuration and implementation manuals
- Documentation for back-end servers, services, and APIs
- Release documentation for cloud releases and traditionally deployed releases
- Controlled internal policies and procedures
- Documentation style guides
- Documentation for high-risk medical devices that adhere to 510(k), CE Marking, ISO 9001, and IEC regulatory requirements