JON COLEMAN
Technical Writer & Web Developer

I am a technical writer and front-end web developer. I'm passionate about helping people understand complex topics, CSS, and accessibility.

CONTACT
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EDUCATION
Indiana University Purdue University Indianapolis
Bachelor of Arts – Spanish

General Assembly
JavaScript Development

SKILLS
- **Documentation Types**: Product documentation, user manuals, knowledge base articles, API docs, release notes
- **Writing Skills**: Clear, concise writing and editing for diverse audiences
- **Information Organization**: User-centered information architecture and Diátaxis framework
- **Processes**: Agile development and docs-as-code
- **Research**: Cross-team collaboration, subject matter expert (SME) interviews, data-driven decision making
- **Languages**: HTML, CSS, SASS, JavaScript
- **Tools**: Markdown, MDX, static site generators, Visual Studio Code, Sublime Text, Integrated Developer Environments (IDEs)
- **Frameworks**: Astro, Eleventy, Next.js, React
- **Best Practices**: Web accessibility (a11y), responsive design
- **Version Control**: Git, GitHub
- **Command Line Tools**: Bash and Z shell

RELEVANT EXPERIENCE

Technical Writer
Eleven Software – 2022–Present

- Creating and maintaining user help documentation in Zendesk to improve understanding and self-service capabilities for partners, customers, and internal staff
- Updating and maintaining REST API documentation in Stoplight to ensure accuracy for partner developers
- Creating UX microcopy in Figma to enhance accessibility and ensure consistency across applications
- Collaborating with User Experience to guide new feature creation

Technical Writer
Bloomerang – 2020–2022

- Developed user help resources in Freshdesk to enhance knowledge sharing and empower self-service for customers and internal teams
- Maintained public facing OpenAPI documentation for developers
- Produced extensive video help documentation with Camtasia to provide additional learning resources
- Designed and delivered webinars and internal training on new and complex features to improve customer and internal staff knowledge

Web Developer
Kiwanis International – 2017–2018

- Designed and developed front-end solutions in .NET projects for marketing websites to improve user experience and accessibility
- Developed a microsite to accommodate event management
- Implemented an internal support ticketing system with Jira Service Desk for IT and Building Services to streamline issue resolution
- Mentored developers in front-end technologies to share knowledge and improve overall team capacity