

# ANNI BOND

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**OBJECTIVE** To write/edit technical documentation in the technology industry

## EXPERIENCE

### Red Hat

*Raleigh, NC*

#### **Technical Writer II, Subscription Management**

2016 – Present

- Co-lead and created the documentation for sunsetting Red Hat Network and how to replace it with Red Hat Subscription Management, as well as editing and drafting the product page, marketing emails, and UI text;
- Created new documentation for for the Red Hat Customer Portal and Red Hat Subscription Management, Subscription Manager, and RHEL 8;
- Created a [video](#) to introduce users to Red Hat Subscription Management when it was new;
- Published [article for opensource.com](#) about collaborative editing at Red Hat.

### IBM

*Durham, NC*

#### **Information Developer, Internet of Things**

2015 – May 2016

- Created new DITA topics for Maximo Spatial Management and Maximo Asset Management;
- Created new technotes for Maximo Asset Management related to application bugs, workarounds, and update releases;
- Created new images a guided demo for new TRIRIGA (SaaS) customers in three languages (German, French, Russian);
- Created flowcharts for Maximo processes for InterConnect 2016.

### Troppus Software Corporation

*Superior, CO*

#### **Associate Technical Writer, Engineering**

2011 – 2015

- Created new technical content for the premium tech support application, Symbi;
- Spearheaded an initiative to convert content from Sling Media's knowledge base and HughesNet's knowledge base to Symbi;
- Spearheaded the development of the first internal style guide. ;
- Tested features, bugs, and fixes in the development tools in DEV and STAGE. Wrote bug reports for issues.

## **EDUCATION**

### **North Carolina State University**

Technical Communications M.S.

*Raleigh, NC*

*3.6 GPA*

### **University of North Carolina at Charlotte**

English, Technical Writing B.A.

*Charlotte, NC*

*3.4 GPA*

## **CONFERENCES**

### **Write the Docs 2020**

[Documenting End-of-Life Software](#)

*Portland, OR*

*Write the Docs*

### **Speed Con 2020**

Documenting End-of-Life Software

*Raleigh, NC*

*NC State*

### **SpeedCon 2018**

Documentation in Agile Development

*Raleigh, NC*

*NC State*

### **NEXUS Interdisciplinary Conference**

Rhetoric of Hostile Audiences

*Knoxville, TN*

*U. of Tennessee*

### **Carolina Rhetoric Conference**

Rhetoric of Hostile Audiences

*Raleigh, NC*

*NC State*

## **PROFICIENCY** HTML, CSS, XML, AsciiDoc, Atom, Acrolinx, and DITA;

Expression Engine, WordPress, and wiki markup;

Adobe Dreamweaver and Aptana Studio; Adobe

InDesign, and Scribus; Adobe Photoshop, Snagit, and

GIMP; Camtasia Studio; Microsoft Office, Libre Office,

LyX, OBS video editor, and OpenOffice.org.