

KARL DANDENELL
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SUMMARY

Content Manager/Technical Writer with extensive experience shepherding disparate web teams in both startup and enterprise settings. Proven abilities to manage web projects, improve user experience, and communicate complex concepts across the org chart. Patient technical trainer and fierce defender of the Oxford comma.

SKILLS

- Writing clear, informative, and engaging content
- Auditing site metadata
- Managing web projects
- Converting existing sites to new CMS systems
- Creating and enforcing editorial standards
- Writing training documentation
- QA testing for site updates
- Translating customer requirements into reality
- Improving site UI/UX

TECHNICAL EXPERIENCE

INSIGHT GLOBAL, San Francisco, CA

06/2023-11/20203

Technical Writer

Contract writer and editor for Pacific Gas & Electric.

- Updated internal safety manuals for Vegetation Management group.
- Collaborated with arborist Subject Matter Experts to ensure all documents complied with PG&E standards, as well as those published by ANSI, CAL OSHA, and OSHA.
- Completed all assigned chapters ahead of schedule.

KAISER PERMANENTE, Oakland, CA

10/2018 – 12/2022

Technical Writer/Web Support

Provided content and marketing writing, project management, and general web production support for Stakeholder Engagement + Enablement team.

- Expanded editorial standards and workflows, reducing turnaround time for knowledge articles by 80%.
- Migrated legacy intranet from WordPress to ServiceNow, increasing overall user content by more than 10%.
- Converted existing waterfall production to Agile methodology.
- Identified and tracked 50 most popular knowledge articles to ensure end users had updated information.
- Coordinated JIRA tasks between ServiceNow developers and Knowledge Management team.

KYOCERA, Concord, CA

4/2015 - 10/2018

Senior Web Content Administrator

Developed knowledge base for internal customers using JIRA and Confluence. Edited all English-version support documents.

- Deployed and customized new CMS system (Confluence).
- Led project to sync bug report tickets and content between sites in USA, Germany, and Japan, completing work on schedule and 35% under budget.
- Increased site page count by 76% in first year.

APPLE, Sunnyvale, CA

10/2014 - 11/2014

Content Developer (contract)

Supported Apple online store using custom CMS tools. Worked with QA team to edit text and other components on English language pages for holiday promotions.

AUTODESK, San Francisco, CA

05/2014 - 08/2014

Web Producer (contract)

Delivered web solutions to support Autodesk Education goals, ensuring consistency throughout the site by following company image and quality standards.

ORACLE | ELOQUA, San Francisco, CA

10/2013 - 04/2014

Web Developer (contract)

Led project to revise and re-launch critical web applications for Oracle Marketing Cloud business.

KAISER PERMANENTE, Oakland, CA

08/2010 - 06/2013

Web Performance Support Specialist

Provided front-end support for national sales team and e-learning intranet, including content management, project specifications, and site development. Ensured 95% of content was reviewed every six months.

TECHNICAL SKILLS

- CMS systems (Confluence, WordPress, ServiceNow)
- HTML/CSS
- JIRA/Remedy
- Mailchimp/Constant Contact
- Adobe Creative Suite
- MS Office/Office365
- Redmine/Basecamp/Asana

TRAINING EXPERIENCE

- **Instructor**, Trinity Business College
- **Adjunct Faculty**, Tacoma Community College
- **Adjunct Faculty**, Pierce College

EDUCATION

- **Community College Instructor** - Language Arts & Literature, California
- **Master of Professional Writing** - University of Southern California
- **Bachelor of Arts** - English, Loyola Marymount University