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
- Teaching users with compassion and humor
- Translating customer requirements into reality
- Improving site UI/UX

PROFESSIONAL EXPERIENCE

INSIGHT GLOBAL, San Francisco, CA   06/2023 – Present
Technical Writer (contract)
Support Vegetation Management and all Geographic Information Systems (GIS) teams at PG&E.
- Created internal Style Guide, reducing time for overall document revision.
- Enforce corporate document formats, converting legacy docs as needed.
- Ensure all approved documents are published on weekly schedule.

KAISER PERMANENTE, Oakland, CA   10/2018 – 12/2022
Content Manager (contract)
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.
- Supported site migration from WordPress to ServiceNow, including content, keyword, and metadata audits.
- Converted existing waterfall production to Agile methodology.
- Contributed to new knowledge base page designs.

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.

CELERA (formerly Celera Diagnostics), Alameda, CA   2001 - 2010
Senior Web Developer/Support Specialist
Created company's first intranet site and managed help desk operations for startup biotech company as it grew from 30 to 600 people.

TECHNICAL SKILLS

- CMS systems (Confluence, WordPress, ServiceNow)
- HTML/CSS
- Adobe Creative Suite
- Mac OS X
- MS Office
- Redmine/Basecamp/Asana
- JIRA/Remedy/Teams
- Windows

TRAINING EXPERIENCE

- **Instructor**, Trinity Business College, San Francisco, CA
- **Adjunct Faculty**, Tacoma Community College, Tacoma, WA
- **Adjunct Faculty**, Pierce College, Puyallup, WA

EDUCATION

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

PUBLICATIONS

(Active Member, Science Fiction Writers of America)

- **Firewombats.com**