KARL DANDENELL

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SUMMARY

A technical writer with proven abilities to manage documentation, improve user experience, and communicate complex concepts across the org chart.

SKILLS

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

TECHNICAL EXPERIENCE

INSIGHT GLOBAL, San Francisco, CA 06/2023 – 10/2026
Technical Writer
Contract technical writer and editor for Pacific Gas & Electric.

- 100% completion of assigned documentation on or before deadline.
- Supplied ongoing editing support and publication management for internal documents.
- Created department Style Guide and document routing Job Aid for Geographic Info System group.
- Updated safety manuals for Vegetation Management team.
- Collaborated with arborist Subject Matter Experts to ensure all documents complied with PG&E standards, as well as those published by ANSI, OSHA, and CAL/OSHA.

KAISER PERMANENTE, Oakland, CA 10/2018 - 12/2022
Technical Writer/Web Support Specialist
Delivered content and marketing writing, project management, and general web production support for Stakeholder Engagement + Enablement team.

- 80% reduction in turnaround time for knowledge articles.
- 10% increase in user content following migration of legacy intranet from WordPress to ServiceNow.
- 50 most popular knowledge articles identified and tracked to ensure updated information for end-users.
- Converted existing waterfall production to Agile methodology.
- 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 100% English-language support documents.
- 35% budget savings after leading project to sync bug report tickets and content between sites in USA, Germany, and Japan.
- 76% increase in site page count within first year.
- Deployed and customized new CMS system.

TECHNICAL SKILLS

- CMS systems (Confluence, WordPress)
- EDRS (Document tracking)
- JIRA/Remedy
- HTML/CSS
- Mailchimp/Constant Contact/iContact
- Adobe Creative Suite
- MS Office, SharePoint
- Asana/Basecamp

EDUCATION

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

TRAINING EXPERIENCE

- **Adjunct Faculty**
  Tacoma Community College, Tacoma, WA
- **Adjunct Faculty**
  Pierce College, Puyallup, WA