

Janet Swisher

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Staff Technical Writer | Infrastructure & Developer Documentation | Docs-as-Code Systems

Summary

Technical writer with 10+ years experience documenting developer platforms, runtime environments and complex software systems. Combine hands-on authoring with documentation systems engineering: validating technical workflows, integrating documentation into CI/CD pipelines, and shipping release-aligned docs for SDK, libraries, and platform infrastructure.

Experience in docs-as-code toolchains, static documentation platforms, and collaborative engineering workflows. Known for transforming documentation into a release-critical deliverable integrated with engineering development processes.

Technical Documentation Systems

- Designed and implemented docs-as-code architecture integrating GitHub, CI/CD pipelines, and static documentation platforms.
- Built automated documentation pipelines using GitHub Actions, including staged deployment and production publishing.
- Integrated documentation workflows with engineering release processes to ensure documentation shipped with product releases, improving on-time documentation delivery aligned to product releases from 93% to 100%.
- Implemented search indexing and content discoverability systems using TypeSense.
- Established documentation governance, standards, and review workflows to support scalable technical documentation.

Professional Experience

HERE ([here.io](https://www.here.io), formerly OpenFin)

Documentation leader | Nov 2020 – Feb 2026 | Remote

Scope: Led documentation for the HERE enterprise browser and platform SDKs used to build enterprise financial applications. Owned developer documentation architecture and partnered closely with engineering, product management, and QA to ensure that documentation aligned with platform architecture and shipped with product releases.

Impact: Modernized the documentation platform by migrating from a SaaS tool to a docs-as-code architecture (GitHub, Docusaurus, CI/CD), enabling documentation to ship alongside product releases, improving on-time documentation delivery aligned to product releases from 93% to 100%. Integrated documentation builds and validation into the development workflow and established governance, templates, and scalable information architecture that improved documentation reliability and maintainability.

- Partnered directly with engineers to review code samples, troubleshoot edge cases, validate integration and configuration workflows to ensure documentation accuracy prior to GA releases.
- Defined information architecture supporting developer onboarding, platform integration patterns, and deployment workflows in enterprise application environments.
- Validated platform behavior and documentation accuracy by running sample integrations, reproducing developer workflows, and testing configuration scenarios.
- Collaborated with product management and support teams to identify documentation gaps and improve technical guidance for developer onboarding and platform integration.
- Reduced legacy doc surface area through systematic content audits, restructuring, and archival of outdated material.
- Led and mentored a small team of writers while contributing directly to doc deliverables and maintaining a doc roadmap aligned to product releases.

Mozilla

MDN Staff Technical Writer: Jan 2020 – Aug 2020 | Remote

- Authored and maintained developer documentation covering web platform technologies and Firefox Developer Tools, including CSS and web security features, for MDN Webdocs, one of the most-used platforms for web technology documentation, reaching ~14M readers monthly.
- Collaborated with Firefox engineers to ensure documentation accuracy and alignment with browser releases and platform changes.

Developer programs & documentation community leadership roles

Mar 2013 – Dec 2019 | Remote

- Facilitated Large Scale Scrum (LeSS) processes for MDN documentation and development teams and migrated sprint tracking systems to support team needs.
- Supported global contributor communities producing technical documentation for web platform technologies, helping scale documentation coverage and maintain quality standards.
- Encouraged community involvement in Mozilla's developer-oriented technical content, by removing roadblocks to participation and mentoring contributors, leading to at least 4 volunteers joining Mozilla staff as writers and engineer.
- Organized contributor sprints and technical documentation events across 10+ cities and 6+ countries to to accelerate documentation of evolving web technologies.

MDN Technical Writer/Community Steward | Jun 2010 – Feb 2013 | Remote

- Authored and edited technical documentation covering HTML, CSS, JavaScript, and browser APIs used by developers building standards-based web applications.
- Coordinated documentation contributions across distributed teams and volunteer contributors to maintain coverage of evolving web platform features.
- Organized "documentation sprints" to accelerate documentation of new APIs and platform capabilities.
- Helped establish documentation practices that supported collaboration between engineers and community contributors.

Lombardi (IBM acquisition)

Sr. Information Developer | 2009 – 2010 | Austin, Texas

- Planned, wrote, and edited technical documentation for Lombardi's Teamworks business process management software, covering system architecture, configuration, and enterprise deployment scenarios.
- Produced structured documentation using DITA and related tools, (DITA-OT, XMetaL, Oxygen) to support scalable content reuse across product documentation sets.
- Created a proof-of-concept process application enabling sales engineers and product teams to author reusable proposal content stored as structured DITA content with metadata-driven review workflows. Integrated the DITA Storm editor in the Teamworks platform to support collaborative authoring and content reuse for this application.

Enthought

Sr. Technical Writer | 2004 – 2009 | Austin, Texas

- Planned and wrote technical documentation for scientific applications and Python-based libraries used in engineering and research environments.
- Produced documentation explaining complex computational workflows, software interfaces, and analysis tools used by technical users.
- Developed corporate documentation standards, templates, and style guidelines to support consistent technical communication.
- Edited proposals, web content, and other marketing materials.

- Implemented Python tooling to automate integration with the RoboHelp API and enabled context-sensitive functionality within applications.

NXP Semiconductors (formerly Motorola Semiconductor)

Contract Technical Writer | 2002 – 2003 | *Austin, Texas*

- Authored technical manuals documenting embedded wireless system software, including a J2ME implementation and Bluetooth specification for mobile platforms.
- Produced detailed technical documentation describing system behavior, APIs, and integration requirements for embedded software environments.

Skills

- Documentation platforms & toolchains: Git, GitHub, GitHub Actions, static site generators (Docusaurus), Markdown, reStructuredText, DITA
- Documentation infrastructure: CI/CD documentation pipelines, content validation workflows, staged deployment environment, search indexing (TypeSense)
- Documentation domains: SDK and library documentation, API references, integration guides, migration guides, platform documentation
- Documentation strategy: Information architecture, lifecycle governance, docs-as-code transformation, release-aligned documentation
- Emerging practices: AI-assisted doc development workflows, AI-optimized content

Education

University of Chicago, B.A. in Humanities