

Janet Swisher

Remote | Open to relocation | Austin, Texas

1-512-657-9291 | janetswisher@fastmail.us | linkedin.com/in/janetswisher

Lead Technical Writer | Documentation Infrastructure & Docs-as-Code | Developer Enablement

Summary

Technical writer specializing in developer-facing infrastructure and security-adjacent platforms, combining hands-on documentation with documentation systems engineering.

Experienced in building docs-as-code platforms, validating real-world integration workflows, and creating developer guidance that accelerates onboarding and product adoption.

Track record of partnering directly with engineers to document complex systems including configuration, security controls, and deployment workflows, while establishing scalable information architecture and documentation processes from the ground up.

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, enabling validation and staged deployment, and release-aligned 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 standards and review workflows that enabled engineers and writers to contribute documentation consistently as the platform evolved.

Professional Experience

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

Head of Documentation | Nov 2020 – Feb 2026 | Remote

Scope: Led developer and administrator documentation for a security-conscious enterprise browser and SDK platform used in regulated financial environments. Owned documentation architecture and developer onboarding, partnering with engineering to ensure documentation aligned with platform architecture, security models, and release cycles.

Impact: Migrated the documentation to a docs-as-code platform (GitHub, Docusaurus, CI/CD), integrating documentation into the product release workflow and improving on-time documentation delivery from 93% to 100%. Established scalable information architecture and validation workflows that improved documentation accuracy and reduced friction in developer onboarding and platform integration.

- Partnered directly with engineers to validate real-world integration, configuration, and security workflows, ensuring documentation accurately reflected production use cases and reduced onboarding friction.
- Authored developer-facing guides covering platform configuration and security controls in enterprise environments. Documented developer scenarios and stages from onboarding to deployment.
- Defined information architecture supporting developer onboarding, platform integration patterns, administrative configuration workflows, and production deployment scenarios in enterprise financial application environments.

- Identified documentation gaps in developer onboarding and integration guidance through collaboration with product and support teams and drove improvements that clarified key workflows and reduced time-to-first-success.
- Established documentation standards, templates, and governance processes that scaled the documentation program as the product offering expanded.
- 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 for MDN Webdocs (~14M monthly readers) covering web platform APIs, CSS, web security, and developer tools.
- Partnered with engineers to ensure documentation accuracy and alignment with browser releases and platform changes.
- Created tutorials, guides, and reference documentation enabling developers to adopt web platform features and integrate them into production environments.

Developer programs & documentation community leadership roles

Mar 2013 – Dec 2019 | Remote

- Facilitated Large Scale Scrum (LeSS) processes for MDN documentation and platform development teams.
- Scaled developer education and documentation coverage by coordinating a global contributor community, increasing adoption and understanding of web platform features across a broad developer ecosystem.
- Mentored contributors and reduced barriers to entry in technical documentation projects, strengthening MDN's developer documentation ecosystem.
- Coordinated with the Developer Relations team on content planning and release.

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

- Authored and edited technical documentation covering HTML, CSS, JavaScript, and browser APIs.
- Coordinated documentation contributions across distributed teams and volunteer contributors to maintain coverage of evolving platform capabilities.
- Organized "documentation sprints" to accelerate documentation of new APIs and platform features.

Lombardi (IBM acquisition)

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

- Produced technical documentation for Lombardi's Teamworks business process management (BPM) platform, covering system architecture, configuration, and enterprise deployment scenarios.
- Developed structured documentation using DITA XML and related tools, (DITA-OT, XMetaL, Oxygen) to support scalable content reuse.
- Built a proof-of-concept process application enabling sales engineers and product teams to author reusable proposal content using structured documentation workflows.

Enthought

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

- As the sole tech writer, documented complex scientific software systems, for domains such as geophysics and chemical and process engineering.
- Established documentation standards, templates, and style guidelines from the ground up to support consistent technical communication.

- Built 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.
- Collaborated with engineering and marketing teams to produce a marketing whitepaper on a new chip architecture.

Skills

- Documentation platforms & toolchains: Git, GitHub, GitHub Actions, Docusaurus, Markdown, reStructuredText, DITA
- Documentation infrastructure: CI/CD documentation pipelines, content validation workflows, staged deployment, search indexing (TypeSense)
- Documentation types: SDK and library guides, API references, integration guides, security and configuration documentation, tutorials, developer onboarding guides
- Documentation strategy: Information architecture, docs-as-code transformation, lifecycle governance, release-aligned documentation
- Developer enablement: onboarding systems, learning paths, integration guidance, developer adoption
- Emerging practices: AI-assisted doc development workflows, content optimization for AI/LLM consumption

Education

University of Chicago, B.A. in Humanities, including intro programming classes

University of Texas, no degree, Computer Science coursework (Data Structures, Analysis of Algorithms)