Vanessa Okorie Principal Technical Writer

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PROFILE SUMMARY

- **Principal Technical Writer** with **13 years** in identity and security software, now an individual contributor setting the content strategy for **Ping Identity**'s workforce and customer identity docs.
- Works in **Paligo**, **DITA** and **Oxygen XML Editor**, documents APIs from **OpenAPI** specs, manages translation in **Crowdin** and measures the docs with **Google Analytics 4**.
- Strongest in **doc set architecture after a merger**, **structured content reuse** and **terminology programs**, using content audits and support case data to decide what the team writes next.
- Partners with **product leadership, 9 product teams, localization and support**, from quarterly planning to the release sign-off every feature needs.
- Mentors **6 writers**, chairs the style council and wrote the team's **content model** and topic templates.

TECHNICAL SKILLS

Authoring & CCMS Tools:	Paligo, Oxygen XML Editor, Adobe FrameMaker, MadCap Flare
Markup & Structured Formats:	DITA, XML, Markdown, AsciiDoc
Help Centers & Docs Platforms:	Confluence, Salesforce Knowledge, Docusaurus
API Documentation Tools:	OpenAPI, Postman, Swagger UI, curl
Editing & Style References:	Microsoft Writing Style Guide, Chicago Manual of Style, Acrolinx
Graphics & Screen Capture:	Snagit, Lucidchart, Visio
Review, Translation & Analytics:	Jira, Git, Crowdin, Google Analytics 4

EDUCATION

Colorado State University — B.A. in English — Fort Collins, CO · Aug 2009 to May 2013

WORK EXPERIENCE

Ping Identity — Principal Technical Writer — Denver, CO · Jan 2019 to Present

- Planned one doc set structure after Ping Identity and ForgeRock combined in 2023, mapping **14** product libraries by task and audience and cutting duplicate topics across them by **37%**.
- Led the move of the PingFederate docs into a shared **DITA** content model in **Paligo**, reusing topics across cloud and on-premises versions and cutting translation costs by **31%**.
- Merged the two companies' style guides and terminology lists into one standard of **600** terms, now used by every writer and checked in Acrolinx before each page is published.
- Built a quarterly docs scorecard from search, page feedback and support case data, then got the 50 worst pages rewritten, cutting docs-related support cases by **18%**.
- Added a docs sign-off to the release process for **9** product teams, so each feature ships with its release note and how-to on day one and engineers review drafts before code freeze.

LogRhythm — Technical Writer to Senior Technical Writer — Boulder, CO · Jun 2013 to Dec 2018

- Wrote the deployment and admin guides for the SIEM platform, testing every procedure in the lab first, and cut install-related support cases by **27%** over 2 releases.
- Wrote the first REST API guide for the case management and alarm APIs with the platform engineers, covering **48** endpoints with working examples.
- Moved the product docs from Adobe FrameMaker to DITA in **Oxygen XML Editor**, so the team could publish PDF and web help from one source for **5** product versions.