Lena Hoffmann

Documentation Engineer

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SUMMARY

Documentation engineer with 6 years of experience building developer docs for cloud and data infrastructure products. Treats docs as code, writing in Markdown, generating API reference from OpenAPI specs, and shipping through Git and CI pipelines. Writes Python scripts to test code samples and works closely with engineers on technical writing for 3 SDKs.

SKILLS

Technical Writing • Docs as Code • Markdown • Git • OpenAPI • REST API • Python • CI Pipelines
GitHub Actions • Static Site Generators

EXPERIENCE

Documentation Engineer 03/2023 - Present

Puget Data Systems Seattle, WA

Developer platform for streaming data, used by 4,000 engineering teams.

- Own the docs site of **700** pages, built from Markdown with a static site generator and Git.
- Generate REST API reference from OpenAPI specs on every merge, ending manual reference updates.
- Build a Python test harness that runs 450 code samples in CI and blocks releases with broken examples.
- Write quickstarts for Python, Java and Go SDKs, lifting trial-to-first-call rate from 41% to 58%.
- Review pull requests from 30 engineers for accuracy, style and broken links each sprint.

Technical Writer 06/2020 - 02/2023

Lake Union Cloud Tools Bellevue, WA

Maker of infrastructure monitoring software for DevOps teams.

- Wrote 120 how-to guides and tutorials for agents, alerts and dashboards.
- Migrated 300 pages from a wiki to a docs-as-code repo with GitHub Actions publishing.
- Added search analytics to the docs site and rewrote the 25 pages with the most failed searches.
- Documented CLI commands from source code comments for 4 major releases.
- Set up a Vale style linter in the docs repo that flagged 1,900 terminology issues in its first month.

EDUCATION

Bachelor of Science 06/2020

University of Washington Seattle, WA

Human Centered Design and Engineering

CERTIFICATES

AWS Certified Cloud Practitioner

Amazon Web Services

02/2024