

Craig Gundacker

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[Writing portfolio](#) • [LinkedIn profile](#) • [GitHub profile](#)

Education

Saint John's University, Collegeville, Minnesota
BA English

North Hennepin Community College, Brooklyn Park, Minnesota
AS Computer Science

Bemidji State University, Bemidji, Minnesota
Minnesota Teacher Certification

Technical Skills

API documentation, JavaScript documentation, Integration guides, OpenAPI specifications, Agile methodologies, Git version control, Markdown, Structured authoring, HTML, CSS, JavaScript, Java, C#, PHP, Visual Basic, Python, SQL

Tools Proficiencies

Jira, Confluence, Postman, Kibana, OpenSearch, Visual Studio Code, GitBook, GitHub, SwaggerHub, SourceTree (Git GUI), Word, Adobe Experience Manager, ArborText, OpenText, SharePoint, OneNote, Photoshop, InDesign, Acrobat, NetBeans IDE, Excel

Work Experience

Digital River, Minnetonka, Minnesota

Senior Technical Writer, March 2020 – August 2024 (laid off)

- Worked with globally dispersed teams in an Agile environment to create developer focused, e-commerce product overviews, integration guides, API reference documentation, sequence diagrams, and release notes
- Distilled a wide variety of source content, such as Confluence design pages, Jira issues, subject matter expert interviews, and Postman collections, into concise, easy to understand documentation
- Maintained the OpenAPI specifications in SwaggerHub, Visual Studio, and GitHub for a suite of more than 40 RESTful APIs that facilitate payments, checkouts, order management, fulfillments, subscriptions, and logistics solutions
- Used GitBook, a Markdown-supported knowledge management tool, to create reference documentation for multiple JavaScript libraries that contain e-commerce functionality
- Awarded employee of the quarter for spearheading improvements to the docs library

- Read and modified demo code to acquire a deeper understanding of how a product works and what developers need to know about implementing it
- Noted defects and usability issues while experimenting with features and then passed that information to the relevant product and engineering teams
- Designed an information architecture for the docs library that enhanced usability and accessibility
- Configured mock servers to gain a better understanding of HTTP endpoints
- Used OpenSearch and Kibana to learn how internal microservices communicate and conveyed that information in feature overviews
- Frequently met with customer success managers, solution architects, and others who interact with clients to elicit their feedback on how to improve the public docs

Thomson Reuters, Eagan, Minnesota

Technical Writer (contract), October 2019 – January 2020

- Collaborated with a team of globally dispersed software engineers, data architects, and project managers on an enterprise-wide cloud migration project
- Documented a set of design standards for AWS account strategies, disaster recovery approaches, Agile project management, Git version control, and Continuous Integration/Continuous Deployment (CI/CD) pipeline setup
- Created a series of pre-development checklists and questionnaires used by architects and engineers to ensure that data solutions adhered to project standards and guidelines
- Developed a multi-stage design review process for onboarding new services and capabilities into the Thomson Reuters Unified Content cloud ecosystem
- Developed an internal landing page for the team that organized technical documents, established a portal for the software design review process and promoted the cloud migration project

PTC, Blaine, Minnesota

Technical Writer (contract), June 2019 – October 2019

- Worked with a globally dispersed team in an Agile development environment to improve a knowledge base used by developers to create augmented reality (AR) apps
- Created documentation on subjects ranging from building file driver samples to deploying custom built 3D-object scanning apps
- Interpreted Java, C#, JSON, and XML to create API reference guides
- Conducted structured HTML and XML authoring in Adobe Experience Manager and the DITA-compliant ArborText content management systems
- Deployed AR apps on mobile devices to test the accuracy of installation and configuration guides
- Created API diagrams in Visio that described classes, attributes, methods, and inheritance relationships

Nexstar Network, Saint Paul, Minnesota

Technical Writer (contract), October 2018 – June 2019

- Worked onsite and remotely with a geographically dispersed team to create HVAC technical training materials
- Created installation procedures and flowcharts in subjects ranging from hydronic controls to air distribution systems by conducting primary source research and interviewing subject matter experts
- Developed content that adhered to style and branding standards
- Increased user understanding by creating and editing diagrams, images, charts, and tables in both Photoshop and InDesign

Wells Fargo, Minneapolis, Minnesota

Technical Writer (contract), October 2016 – February 2018

- Collaborated with analysts, graphic designers, and software developers to edit, publish, and migrate procedures, user-guides, online help, and reference documentation
- Interviewed subject matter experts to gain a solid understanding of processes and ensure the documentation met content standards
- Published complex procedures that required users to access multiple software applications and databases
- Performed HTML and JavaScript editing in the OpenText content management system
- Analyzed existing documentation to identify and reduce redundancies

Scenic Valley Farms LLC, Rosemount, Minnesota

Technical and Proposal Writer, January 2008 – September 2016

- Acted as the primary researcher and writer on greenhouse agriculture grant proposals that resulted in more than \$600,000 in awarded project funds
- Successfully authored USDA grant proposals that lead to the development of touchscreen, Internet connected, sensor-driven greenhouse management systems paired with solar thermal heating
- Collaborated with systems engineers to explain complex control systems to proposal reviewers and customers
- Generated dynamic content for the company's website, newsletters, and promotional literature
- Analyzed sensor-collected field data to increase yields and reduce water, fuel, fertilizer and pesticide inputs

Australian Center for Education and Training, Hanoi, Vietnam

English Language Instructor, February 2006 – December 2007

- Created innovative digital and text-based classroom activities to augment the school's established curriculum
- Developed multiple forms of assessment for both Language Arts and ESL
- Maintained 90 percent passing rate for students taking standardized IELTS exams that exceeded established goals