



Joelle Lanke

Experienced technical writer with a strong background in edge computing, edge security and edge delivery technologies. Proven ability to create comprehensive technical documentation, user guides and API documentation. Skilled at collaborating with cross-functional teams, conducting research and delivering high-quality documentation that enhances the user experience.

Location

Orlando, Florida

Phone

321-947-5899

Email

Joelle.Lanke@gmail.com

Skills

HTML
User Guides
Troubleshooting
Product Research
Content Review
Team Collaboration
Technical Documentation

Experience

2022 – Present

Technical Writer | StackPath

- Collaborate with product managers, developers and engineers to gather technical information and create user-friendly documentation for edge computing, edge security and edge delivery products.
- Write and maintain technical manuals, installation guides, API reference documentation and release notes to ensure accuracy and consistency.
- Conduct hands-on testing and research to gain a deep understanding of edge solutions and effectively communicate complex concepts to a diverse audience.
- Develop and maintain documentation templates and style guides to ensure a consistent and professional look and feel across all documentation.

2019 – 2022

Customer Support Technician | StackPath

- Provided technical support to customers via phone, ticket and chat, ensuring prompt and effective issue resolution.
- Collaborated with customers to troubleshoot and resolve complex technical problems related to StackPath's products and services.
- Assisted customers with configuring and optimizing StackPath's solutions to improve website and application performance, security and reliability.
- Composed both internal and customer-facing documentation explaining various technical concepts and procedures.

2018 – 2019

SunWatch MIS Technician | CAI

- Monitored Tolls system hardware and software to ensure the proper operations of switches, firewalls, and remote technologies.
- Assisted end-users with Toll system issues, diagnosed Tolls system problems, and provided resolutions.
- Relayed details about Toll system issues to field technicians and scheduled them to go to locations to work on Toll system equipment.
- Documented all incoming calls and recorded the technical issues addressed in each call. Maintained logs of resolutions, communicated with vendors about ongoing problems, and used a ticketing system to update information regarding the progress of each call.

Education

University of Central Florida

2012 – 2016 | BA History