Kaylee Schonsheck

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http://kaylee.me/

Work Experience

Axoni   **Jul 2022 – Oct 2024**
Technical Writer   *Remote*

- Developed and maintained a range of technical documentation—including release notes, API guides, workflows, system diagrams, setup instructions, and troubleshooting materials—using MadCap Flare, Confluence, and Word to deliver clear, structured content for both technical and non-technical users
- Partnered cross-functionally with developers and subject matter experts to gather technical information and proactively solicit feedback, ensuring documentation was clear, accurate, and user-focused
- Continuously updated documentation to reflect product changes and user feedback, maintaining accuracy, consistency, and relevance across all content

Mastercard   **Aug 2016 – Jul 2021**
Technical Product Manager (Nov 2020 – Jul 2021)   *O'Fallon, MO*

- Collaborated with stakeholders to define and prioritize product features, translating business and technical needs into clear, actionable requirements

Software Engineer (Mar 2018 – Nov 2020)

- Analyzed technical requirements to produce software design documents, outlining system changes, architectural decisions, and cross-application dependencies
- Led knowledge management efforts by creating and organizing internal documentation to preserve institutional knowledge, support onboarding, and standardize processes

Associate Software Engineer (Aug 2016 – Mar 2018)

- Assessed implementation risks and developed mitigation strategies to reduce potential service disruptions during release deployments

University of Michigan-Dearborn   **Oct 2014 – Jan 2021**
Research Assistant   *Remote*

- Edited technical manuscripts on electrical engineering topics such as electric vehicles and smart power grids, improving grammar, structure, and clarity for publication

Education

University of Michigan   **Sep 2012 – Apr 2016**
B.S. in Computer Science, minor in Asian/Pacific American Studies   *Ann Arbor, MI*

Skills and Interests

- **Technical Skills:** HTML/CSS, JavaScript, Python, SQL, XML, Markdown, APIs, Agile
- **Tools:** MadCap Flare, Confluence, Jira, Swagger, Git, Microsoft Office, Visual Studio
- **Interests:** Digital art, photography, music, strategy games, Formula 1