

MATTHEW HELMKE

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PROFESSIONAL SUMMARY

I am an experienced technical writer, speaker, teacher, trainer, team leader, people manager, instructional designer, curriculum developer, and book author. I take complex information and express it simply, always making the audience feel relaxed and smart.

EDUCATION

University of Arizona

Bachelor's, Education

University of Arizona

Master's, Information Science

PROFESSIONAL EXPERIENCE

Adobe

Cloud Security Engineer

Remote

May 2024 - Present

- This is a short-term contract role helping out an internal security team with a special project
- The employer-of-record for contract workers here is Magnit (<https://magnitglobal.com>).

University of Arizona

Adjunct Professor

Remote

August 2018 - Present

- I teach LIS/INFO 672, Introduction to Applied Technology, for the School of Information (<https://ischool.arizona.edu/about>)
- I teach one semester each year, in the Fall.

StarTree

Principal Technical Writer

Remote

March 2023 - April 2024

- I was the first writer hired by StarTree in the process of building a technical writing team
- This software documentation position was experimental as our docs team was part of the developer relations group rather than the usual engineering or product management.

Grafana Labs

Senior Curriculum Designer

Remote

September 2021 - February 2023

- We launched a self-paced learning platform with hands-on labs available at the click of a button within four months of the team forming – and then seamlessly migrated it all to a new LMS six months later
- In the year since Grafana University debuted, we published nine courses made up of 41 modular units, most with hands-on exercises.

Grafana Labs

Senior Technical Content Developer

Remote

September 2020 - September 2021

- I was hired into the go-to-market part of the company with a focus on the self-serve Grafana Cloud product
- I wrote content to guide users and potential users toward adoption, initial success, and usage growth
- I also owned the documentation set for Grafana Cloud.

Gremlin

Technical Writer

Remote

February 2019 - August 2020

- I wrote technical marketing materials to help convince people like engineers and CTOs of the value of reliability, including via the use of Chaos Engineering
- I wrote blog posts and web site content detailing specific use cases for the Gremlin product along with technical documentation
- I evangelized Gremlin through external thought leadership writing and occasional conference work.

Red Hat

Technical Writer 3, Product Documentation

Remote

October 2017 - January 2019

- I was the sole technical writer for Red Hat Single Sign-On <https://access.redhat.com/products/red-hat-single-sign-on> (RH-SSO) and wrote the documentation, errata, release notes, and more

- In addition, I managed all the documentation plans, content strategy, and logistics while filling the roles of Documentation Program Manager and Content Strategist, along with being the tech writer
- Yeah, I did a lot
- Honestly, I did the work of three people.

Yubico

Remote

Contract Technical Writer

August 2017 - October 2017

- I documented the compliance of the YubiKey 4 with the National Institute of Standards and Technology (NIST) Federal Information Processing Standard, FIPS 140-2 Security Requirements for Cryptographic Modules, for certification of the product as conforming to the standard
- The documentation included a technical manual outlining the procedures to verify for each of the supported protocols, including OpenPGP, Personal Identity Verification (PIV), Initiative for Open Authentication (OATH), FIDO Universal 2nd Factor (U2F), and One Time Password (OTP).

Canonical

Remote

Technical Writer

March 2016 - April 2017

- I wrote documentation for cloud computing with Juju and the various projects working to make Ubuntu the platform of choice in the Kubernetes/cloud-computing/distributed systems realm.

Pearson

Iowa City, IA, USA

Senior Technical Writer

May 2012 - March 2016

- I wrote both end-user documentation and internal documentation while doing some work as an information architect
- I designed and wrote the initial documentation for a large software product, assisting in its eventual success in a large-scale test use by several hundred thousand end users
- I designed and wrote the initial documentation for a second large software product, this time helping the company evolve its format from an older style to a new, cutting edge online presentation
- The new style enables content reuse, streamlined presentation, and deep internal and external linking
- I wrote text for business proposals that helped Pearson clearly describe technology and capabilities, including text for multi-million dollar contracts which we later won.

iPlant Collaborative

Tucson, AZ, USA

Senior Technical Documentation Specialist

June 2010 - April 2012

- Since I left the project broadened its scope to all biological sciences, not just plant science
- It changed its name to Cyverse: <http://www.cyverse.org/about>
- I was responsible for documenting the software, the APIs, and the design and format of that documentation, including embedded help files
- I started with the 0.2 release (which was the first release to have docs) and continued through the 1.0 release.

SKILLS

Skills: Agile, AWS, Bash, Blogs, Communication Skills, Communications, Copy Writing, Development Operations (DevOps), Docker, Documentation, Docs as Code, Editing, Git, Google Cloud Platform, Information Architecture, Instructing, JIRA, Kubernetes, Leadership, Linux/Unix, Management, Managing People, Marketing, Mentoring, MySQL, Observability, Operating Systems, Operations, Prometheus, Research, Software Testing, Teaching, Technical Writing, Training, Word/Pages/Docs