Jennifer Doubrava

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Summary

Proven IT manager who builds relationships and trust with her employees and motivates them to be productive and proactive in their environments. I am very passionate about creating open, positive working environments and giving people the tools, and room, they need to complete their jobs. 15+ years of IT experience in multiple industries, the most recent being software development – I am also passionate about providing a great user experience for customers, whether it be in-product help, or user documentation.

Experience

cPanel, L.L.C. – A Webpros Company

Director of Technical Documentation –   January 2022 – present

> Responsible for overseeing the technical documentation and other technical content produced by technical writers, web developers, and others and ensuring that the content is in line with company standards and guidelines.

- Champions an excellent user experience by continually reviewing our platforms and improving them as needed.
- Creates and implements a vision and roadmap to ensure that our documentation efforts stay in line with the product and company goals.
- Direct the activities of the technical writers, ensuring that all documentation related activities adhere to established company standards.
- Develop OKRs and KPIs that help tell the story of our Documentation Team's success • Review current platforms (Hugo, Gitlab, Zendesk) and services (Redocly) and make recommendations on areas where we can improve the output of our efforts.
- Continuously improve the documentation content in collaboration with engineers, product managers, and others.
- Collaborates with other departments to ensure uniformity of technical content.
- Help developers and other members of the community successfully work with our products in a self-service model.
- Participate in reviews and revamps of section or page content and structure. Help review and triage incoming suggestions, corrections, and other content.
- Improve the documentation site features and user experience in collaboration with engineers and other technical writers. These efforts might include the documentation site's design, search, build process, feedback methods, SEO, visitor analytics, versioning, and other technical components.
- Champion and guide efforts of our documentation websites and platforms - help guide the building of new documentation pipelines and websites. Maintain and improve the current documentation pipelines and websites.

Documentation Manager –   **August 2012 – December 2022**

Notable Accomplishments:

Implemented a docs-as-code workflow, which is leading to a docs and design first approach across development.

Championed the project to convert existing APIs to OpenAPI specs to facilitate easier documentation processes and promote docs and design first for development.

Implemented metrics to better determine documentation quality and areas of improvement.

- Direct the activities of the technical writers, ensuring that all documentation related activities adhere to established company standards.
- Review current documentation on an ongoing basis and make strategic recommendations for improving it.
- Manage department budget and determine conferences and training needed for employees.
- Supervise the performance of the technical writers and manage their time away from work requests.
- Research, select, and maintain the software and tools that the team uses to work efficiently.

Technical Writer –   **January 2012 – August 2012**

- Develop and maintain technical product documentation including technical articles, white papers, help files that appear in-line with company software, and user documentation for both customers and employees.
- Manage cPanel's documentation and ensures it is up to date and usable.
- Proofread blog posts and technical white papers.

Enkompass Technical Analyst III –   **October 2008 – December 2011**

- Team Lead: Mentored and trained other analysts; assisted with higher-level technical issues.
- Technical Performance: Practiced the highest levels of competency, effective analysis, and documentation; used technical knowledge to diagnose problems with systems when they occurred while interacting with customers
- Maintained successful customer relationships by maintaining a feedback score of 9.00 or greater and often the highest score in the department.

Marshal Software, Inc
Level Two/Technical Account Manager –   **March 2007 – October 2008**

- Provide support for software products developed by the company.
- Answer, evaluate, and prioritize incoming telephone, voicemail, and email requests for assistance.
- Provide customers with a single point of contact for both technical and customer service-related issues.
- Manage customer expectations appropriately and provide regular updates on open issues.
- Interface directly with the product development group when necessary.
- Carefully document activities and customer interactions to ensure accurate call tracking.
- Document solutions and publish to the external knowledge base.
- Technical Account Manager to Premium Enterprise Customers

United Structures of America

Network Administrator -   **September 2006 – March 2007**

- Provided support to end users for various desktop applications, internal proprietary applications, and basic OS support for Windows 98, 2000, and XP, including printers and all peripherals.
- Provided support and administration of Active Directory Services, Microsoft IIS 6.0, and Microsoft Exchange Server 2003 on Windows Server 2003.
- Support of all Network Appliances: Cisco Pix 515E.
- Other Projects:
  - Planned and implemented Active Directory Services on Windows 2003 Server, migrating from Novell 5.1: including DHCP and File Sharing Services.
  - Planned and implemented Exchange 2003 on Windows 2003 Server, migrating from Sendmail on RedHat.
  - Planned and implemented the migration from Apache 1.3 to Microsoft IIS.

Education

Arizona State University December 2018

Bachelor of Applied Science, Operations Management Technology

Graduated Magna Cum Laude, GPA 3.64

North Harris College (Lone Star College)   2000-2002

Computer Information Technology
AAS – Computer Information Technology – Network Specialist

Technical Skills

OS: RedHat Linux, CentOS, Microsoft Windows 2000, XP, 7, Mac OSX, Microsoft Windows Server 2000-2008, IBM AIX

Software and Services: Active Directory, Microsoft Exchange, Apache, EasyApache, Microsoft Office 2003-2010, Atlassian JIRA, Atlassian Confluence, Git, Markdown Security Software: MailMarshal SMTP, MailMarshal for Exchange, WebMarshal, Webhosting software: cPanel & WHM and Enkompass