

BENJAMIN KLANG

Technical Writer

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❖ PROFILE AND SKILLS

After ten-plus years of exploring various types of professional writing, including technical, screen, and copy writing, in 2016 I transitioned to working exclusively with developers, DevOps Teams, engineers and other SMEs in order to capture highly advanced concepts and know-how that I then “repackage” into contemporary, attractive, easy-to-understand documentation products for audiences of varying technical abilities.

I create video tutorials, How-To docs (for wiki-/web-/HTML-based and/or hard-copy publication), Training Modules, API Reference Documentation, KBs, Policies & Procedures (including SOPs) as well as Architecture and Wireframe docs. I also author RFPs, comms announcements, and website copy.

❖ TECHNICAL WRITING CLIENTS

Pinterest - Social Network for Visually Sharing Interests

2021 – Present

Founded Pinterest Engineering’s internal technical writing team. In addition to establishing standards, policies, templates, procedures & workflows, and an overall design language for all internal instructional content, I implemented multiple automated tracking tools designed to ensure docs quality and freshness via reporting and content owner notifications. Documented topics as varied as Product Analytics, Metrics Quality & Test Tools, Performance Regression & Logging Error Investigations, as well as Workflow & Large Data Modeling systems. Devised and implemented multiple docs-related initiatives including “Improving Engineering Resource Discoverability” and “Measuring Documentation Efficacy via Tracking Slack Support Channel Traffic.” Used in-house GPT 4-based LLM for transcription and proscribed summaries.

Hulu/Disney+- Subscription VOD and Over-the-Top IPTV Streaming Service

2019 - 2021

Supported 1000+ developers during Hulu’s migration to AWS by creating a wiki of several hundred articles. Topics ranged from Tooling (e.g. Terraform for infrastructure as code), to open-source App Build & Deploy solutions (e.g. Spinnaker for continuous delivery pipelines) to container orchestration (Kubernetes). Additionally, I used Lucidchart to create high-quality graphical representations of Hulu’s Environment, Network and Security Architecture & Topology. I was also the key author of a multi-hour, multi-module training program for Disney’s deployment platform for containerized workloads. Authored quarterly newsletter.

Nordstromrack.com | HauteLook, a Nordstrom Company - Online Retailer

2017 - 2019

Created and populated a custom document web portal in Confluence for the Enterprise Resource Applications Dev team. This included creating all documentation standards and process flows for developer-directed content like Training, How Tos and SOPs.

Top of Mind Networks - Makers of Surefire®, a SaaS-based, mortgage industry-directed CRM

2016 - 2018

Using Zendesk's Knowledge Base, authored entire user- & admin-facing KB, comprised of over 300 individual graphic-intensive articles, for company's SaaS-based flagship CRM product. Also documented all APIs, including illustrative use-case scenarios.

❖ CREATIVE WRITING CLIENTS

Eclipse Advertising – Independent Marketing and Advertising Agency

2012 - 2015

As a Freelance Copywriter, contributed Tag Lines for cross-media marketing campaigns (print, online, packaging).

“Archer” and “Breakout Kings” – Scripted Television Series

2010 - 2011

As a Staff Writer, worked with producers to craft season-long & episodic story lines as well as single episode scripts.

❖ AUTHORING TOOLS

HTML • Wikimedia • GitHub-Flavored Markdown • Word • Miro • Flare • Robohelp • Framemaker • Photoshop • Illustrator • Snagit • Camtasia • SWAGGER • LucidChart • Sharepoint • Atlassian Tools (JIRA, Confluence, Hipchat etc) • Zendesk KB

❖ EDUCATION

University of California at Berkeley – B.A., History / Japanese