

User Manual

Name: Heather Cloward

Role: Technical Writer for Pipeline, Security, Sticky, and Core Traditional teams

Time Zone: EDT (offset UTC-4)



Some things about me

- I love language and learning new things.
- I'm a morning person who believes movement is medicine and needs to get outside at least once a day.
- I have no problem admitting I am wrong and am earnest in my desire to rectify it.
- Helping others makes me feel valuable.
- I am very curious about just about everything, except maybe professional sports and video games - much to my husband's chagrin 😊.
- I like to challenge myself and defy expectations.
- I enjoy unraveling mysteries and figuring things out on my own (I ❤️ Agatha Christie).
- If someone believes in me, I will do everything in my power to prove them right. If someone thinks I can't do something, I will do everything in my power to prove them wrong.
- I often lack confidence and, even when I know something, will not speak up.

What I value

- Authenticity - and therefore I struggle with certain social norms that require assimilation.
- Order and process - but I can also be impulsive and appreciate the need for spontaneity.
- Clear expectations and decisive direction - vague suggestions can fluster me.
- Compassion - recognition that we are all human and therefore not infallible.

How I like to communicate/interact

- If something is very confusing or intensely involved, a video call can be a good starting point.
- I depend on notes and updates on JIRA issues to determine the status of features/tasks.
- As long as Slack is considered asynchronous, it can be a convenient means of communication.
- If my input is not needed for a meeting, I would rather be informed of the salient points in an email or Confluence document.
- I like meetings with agendas, and even better, notes for how I can prepare and best contribute to the meeting.

How I like to work

- I will gather all the information I can from JIRA, GitHub, Confluence, and Google docs before I come to other people and begin asking questions.
- I prefer to write my initial drafts in a Google doc as it seems to be an easy medium to gather feedback.
- Any feedback is useful and I try to have a thick skin.
- Recorded demos are invaluable for me because I can pause as I am writing steps or taking notes.
- Recorded meetings help me if I miss something because I am working with my other teams.

Things that annoy me

- Anything that wastes my time, or suggests that my time is not valuable
- Inconsiderate behavior, failing to empathize or sympathize
- Double standards/hypocrisy - different rules or expectations based on arbitrary reasons
- Flip flops

Things I'm working on

- Learning CloudBees products
- Not letting Slack distract me
- Being confident and assertive
- Balancing multiple teams