

Kendra Johng

Ogden, UT • [Email](#) • [Portfolio](#) • [LinkedIn](#)

Experience

Kentik

Remote

Senior Technical Writer

April 2025 – Present

- Managing assigned tickets in GitHub and Jira
- QA testing for UI/UX to confirm expected functionality, and to ensure the UI is consistent throughout the product
- Submitting Zendesk tickets for bugs found during QA testing
- Publishing articles, editing existing articles for the KB, writing new articles, and peer reviewing articles written by the team (all with Document360)
- Video content creation using OBS and Adobe Premiere (example of video is located in the Using the KB article; <https://kb.kentik.com/docs>)
- Editing and creating images for articles using Adobe Photoshop
- Note taking and various task tracking with Notion
- Collaborating with SMEs and Product Managers on articles
- Researching to ensure accurate content
- Leveraging AI tools when applicable (Google Gemini, Perplexity, AI Advisor, Document360 Eddy AI)
- Tracking documentation metrics via Document360's analytics

Vector Resources, Inc

Remote

Technical Editor II (Part-Time Contractor)

September 2023 – Present

- Providing technical editing and review for the Department of Energy (DOE) / Argonne National Laboratory (ANL) and the Federal Emergency Management Agency (FEMA).
- Ensure all Word, PowerPoint, and PDF files meet 508 compliance requirements.
- Perform accessibility checks and correct errors for final deliverables.

Systalex Corporation

Remote

Senior Technical Writer and Project Manager

January 2024 – March 2025

- First employee to onboard and supervise a UI/UX team and manage 150+ Jira tasks related to application design evaluation and Figma wireframe/prototype files.
- Developed documentation that contributed to Systalex's successful 2024 Capability Maturity Model Integration (CMMI) Appraisal.
- Curated monthly reports for clients summarizing development activities and financials for 50+ projects.
- Managed 200+ document deliverables across 10+ projects.
- Led documentation efforts for the EPA SDWIS Program Portal, contributing to 90% of DW-SFTIES materials.
- Improved onboarding efficiency by creating a SharePoint onboarding site, reducing ramp-up time by 30%.
- Increased developer availability to focus primarily on coding by exporting their Outlook meetings and Jira Kanban board activity then organizing them by project for the monthly reporting process.
- Automated documentation processes using Power Automate to enhance workflow efficiency and communication.
- Performed Web Content Accessibility Guidelines (WCAG)-compliant 508 testing for applications and provided results to EPA.
- All responsibilities listed for the Lead Technical Writer position below.

Lead Technical Writer

October 2021 – December 2023

- Established a Document Management System (DMS) via Microsoft Teams (MS) and SharePoint, and instituted company writing standards and processes.
- Managed 500+ document deliverables across 10+ projects.

Kendra Johng

- Presented weekly metrics to internal management and EPA stakeholders via dashboards tracking deliverable progress, risk management, and UI/UX design.
- Led internal department meetings and facilitated working meetings with developers, SMEs, architects, data analysts, and EPA clients.
- Improved EPA-client visibility over deliverables by creating a tracker with MS Teams Planner to display each stage of the deliverable process. Individual trackers were customized to their respective projects.
- Designed a risk tracker and risk management plan to increase project risk visibility by 100%.
- Increased documentation output by onboarding, training, and mentoring a junior technical writer on industry, company, and client writing standards.
- Authored and performed quality reviews to ensure accuracy, clarity, and consistency for documents such as release notes, test cases, user guides, standard operating procedures (SOPs), installation guides, guidance documents, and other required project artifacts for application development.

Western Growers

Irvine, CA / Remote

Technical Writer

October 2019 – October 2021

- Created SOPs, document templates, and training guides.
- Facilitated meetings with SMEs to improve documentation accuracy.
- Established a SharePoint-based document review and approval process.

BSI EHS Services and Solutions

Laguna Hills, CA

Environmental Health and Safety Specialist

May 2018 – October 2019

- Conducted safety training, inspections, and incident investigations.
- Developed SOPs and compliance documentation for OSHA and Cal/OSHA.
- Managed chemical inventory databases and approval requests.

Gilead Sciences

LaVerne, CA

Environmental Health and Safety Specialist

July 2017 – May 2018

- Lead the development of Job Safety Analyses for all departments, wrote new Lock-out/Tag-out procedures for the maintenance department, and edited SOPs for the EHS department.
- Developed training materials for the environmental management system software.

Technical Writer

January 2017 – July 2017

- Created SOPs and revised manufacturing documentation, forms, bill of materials, and batch material records in alignment with Gilead's Quality System.
- Analyzed data and presented monthly metrics for manufacturing documentation status.

Education and Certifications

- Certified Trusted Tester | Credential ID: TT-2302-03961
- Six Sigma Green Belt | Certificate ID: VU2021192
- B.S., Public Health | University of Arizona

Leadership & Activities

Kendra Johng Consulting LLC (Part-Time)

Remote

Owner

January 2020 – Present

- Established a part-time consulting business in 2020 to offer documentation services to small businesses.
- Provided support to over 50 clients via Fiverr, and continuing to provide support to new clients as requested.

Skills & Interests

Technical: Jira, Confluence, Trello, SharePoint, Microsoft 365, Google Workspace, Notion

Authoring & Editing: Word, Adobe Acrobat, FrameMaker, MadCap Flare, Articulate 360, Snagit

Development & UI/UX: GitHub, HTML, CSS, JavaScript, XML, VS Code, Figma, draw.io, Visio

Interests: Creative Writing, Skateboarding, Piano, Playing Final Fantasy VII