

# MOLLY MCGUIRE

SENIOR TECHNICAL WRITER

SAN FRANCISCO, CA 94110

(415) 608-8134 | mmcguire2007@gmail.com | [linkedin.com/in/molly-mcguire1](https://www.linkedin.com/in/molly-mcguire1)

## PROFESSIONAL PROFILE

Senior Technical Writer with a successful track record of improving operational efficiency in enterprise networking and security environments. Transforms complex architectures into clear, scalable documentation that drives product adoption. Leads structured authoring and content modernization initiatives that increase accuracy and consistency. Partners with engineering and product leaders to align documentation strategy with business growth and innovation.

### **Core Competencies:**

- Technical Documentation Strategy
- Enterprise Networking Documentation
- Cybersecurity Documentation
- Structured Authoring (DITA/XML)
- Single-Sourcing Architecture
- API Documentation
- Information Architecture
- Content Management Systems
- MadCap Flare
- Cloud Networking Technologies

## WORK EXPERIENCE

AKAMAI TECHNOLOGIES, INC., San Jose, CA

11/2017 – 01/2026

### **Senior Technical Writer**

- Authored and maintained enterprise documentation for Akamai's Secure Internet Access (SIA) solution, supporting global administrators and service providers.
- Produced API documentation, CLI references, configuration guides, and release notes that improved product usability and accelerated customer implementation.
- Developed customizable white-label user guides for two front-end applications, enabling service providers to seamlessly rebrand and accelerate customer adoption.
- Established and maintained a centralized documentation standards repository, codifying best practices and editorial guidelines to ensure consistency, accuracy, and brand alignment across the SIA content suite.
- Validated technical accuracy through hands-on testing in a dedicated demo lab, identifying API and configuration gaps and driving feedback loops with engineering and QA to improve product clarity and usability.
- Managed Agile documentation workflows in Jira, prioritizing and resolving documentation debt and technical issues in alignment with release cycles.
- Contributed to documentation strategy for an AI-integrated ecosystem, supporting Retrieval-Augmented Generation (RAG) initiatives to enhance search precision and content discoverability.

NOMINUM, INC., Redwood City, CA

01/2012 – 11/2017

### **Senior Technical Writer**

- Authored and maintained core manuals within a full-spectrum documentation library for Nominum's N2 networking solutions.
- Delivered installation, API, configuration, and troubleshooting guidance that enabled network administrators to effectively deploy and manage caching engines and name server components.
- Developed user guides for front-end N2 applications, improving usability and customer self-sufficiency.
- Architected the foundational API framework for the Nominum Policy Manager application, defining the core schema and documentation standards that became the blueprint for future API development.
- Built a scalable internal knowledge base of best practices and editorial standards, accelerating onboarding of new writers and ensuring long-term documentation consistency.

- Documented internal performance measurement tools for N2 components, increasing cross-functional visibility into system behavior and diagnostics.
- Partnered with the training team to develop technical learning materials for site experts and customers, strengthening product adoption and operational expertise.

ERICSSON, INC., San Jose, CA

07/2007 – 01/2012

#### Senior Technical Writer

- Produced enterprise routing documentation that enabled accurate deployment and management of complex router environments.
- Drove adoption of structured authoring and content reuse, improving scalability and production efficiency.
- Validated configurations in a live lab and led post-acquisition content alignment, ensuring technical accuracy and seamless integration.

CISCO SYSTEMS, INC., San Jose, CA

11/1996 – 06/2007

#### Senior Technical Writer

- Authored enterprise documentation for carrier-class WAN switches, routers, and network management software, supporting global end users and network administrators.
- Leveraged CCNA WAN expertise to validate configurations and software behavior in a dedicated lab, ensuring technical accuracy and customer-ready solutions.
- Implemented structured authoring and content reuse frameworks, increasing scalability, consistency, and production efficiency.
- Established organization-wide standards for online help and navigation, improving usability and integrated access to Cisco tools and resources.
- Contributed to IOS XR command parser governance, enforcing coding and usability standards that strengthened software consistency and user experience.

### EDUCATION

**Completed Coursework**, Creative Arts, SAN JOSE STATE UNIVERSITY, San Jose, CA

### PROFESSIONAL DEVELOPMENT

**Technical Communication and Artificial Intelligence**, MINNESOTA STATE UNIVERSITY (2026)

**Ericsson Certified Technology - IP Essentials (ECT-IPE)**, ERICSSON (2011)

**TCP/IP Essentials**, UC SANTA CRUZ EXTENSION (2009)

**Carrier Routing Systems version 1 (CRS-1) Essentials**, CISCO (2004)

**Advanced CRS-1 and IOS XR**, CISCO (2004)

**Cisco WAN Switch Installation**, CISCO (2002)

**MGX 8850 WAN Switch Configuration**, CISCO (2002)

**Cisco Certified Network Associate (CCNA) WAN Certification**, CISCO (2002)

**BPX Broadband Switch and Services**, CISCO (1998)

### AWARDS

**Society for Technical Communicators (STC) Award**, CISCO (2005)

*Authoring Cisco ATM and Frame Relay Services MPSM-T3E3-155 Configuration Guide and Command Reference*

**Society for Technical Communicators (STC) Award**, CISCO (2002)

*Authoring Cisco MGX 8850/8950 Software Configuration Guide*

**Cisco Achievement Program (CAP) Awards** (2002, 2005, and 2007)