

# GAYLE NEUMANN

Documentation Leader | Technical & UX Writer | Developer & Cloud Platforms | Integrations | AI/ML

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📍 California

## PROFESSIONAL SUMMARY

Experienced Documentation Leader and Technical/UX Writer with a strong background in cloud platforms, APIs, integrations, observability, developer tools, and AI-driven technologies. I create user-focused content that simplifies complex systems and supports both internal and external audiences. I lead content strategy, streamline workflows, and collaborate with engineering, product, and design to deliver high-impact, discoverable content that drives adoption and improves the user experience.

## EXPERIENCE

### Lead Technical Writer

LiveRamp, Inc.    📅 04/2024 - 03/2025    📍 Remote

LiveRamp is a data collaboration platform enabling privacy-compliant data connectivity and identity resolution.

- Lead writer on new Data Collaboration Platform doc set.
- Created developer and integration documentation, including authentication, data transformation, activation, distribution, and AI-driven identity resolution.
- Contributed to secure implementation patterns and structured guides for onboarding and usage of platform features.
- Improved documentation workflows for API integrations, authentication mechanisms, and data pipelines, enhancing product adoption and user experience.

### Senior Manager, Documentation

Alation, Inc.    📅 05/2022 - 01/2024    📍 Redwood City, CA - Hybrid

Alation is an AI-driven data catalog enabling data discovery and collaboration.

- Founding Documentation Manager leading a global team of technical writers, creating a self-service experience and promoting product adoption through strategic vision and content strategy.
- Defined and executed documentation strategy for high-impact data catalog integrations, including Snowflake and Databricks.
- Designed and launched Connector Hub, centralizing content for 150+ integrations.
- Partnered with engineering and UX to enhance search relevance, AI-driven content recommendations, and in-product guidance.
- Reduced support tickets by 9% per month by optimizing documentation usability.

### Senior Documentation Manager

Kong, Inc.    📅 09/2019 - 03/2022    📍 San Francisco, CA

Kong, Inc. is an open source microservice API gateway. Kong makes connecting APIs and microservices across hybrid, multi-cloud environments.

- Founding Documentation Manager for Kong Gateway, an open-source API gateway supporting hybrid and multi-cloud deployments.
- Hired, mentored, and led a team of writers; established scalable documentation standards and review processes across multiple product lines.
- Created technical content for API integrations, authentication methods (OAuth, JWT, RBAC), and observability tools.
- Developed and maintained docs-as-code workflows with Markdown, GitHub, Jekyll, and Netlify.
- Drove a 25% reduction in support tickets by improving API reference docs and deployment guides.

### Senior Staff Technical Writer

Splunk, Inc.    📅 01/2016 - 09/2019    📍 San Francisco, CA

Splunk provides AI-driven observability and data analytics, turning machine data into insights for monitoring, troubleshooting, and security.

- Wrote end-to-end documentation for Splunk ITSI, predictive analytics, and machine learning features.
- Founding writer for Splunk App for Infrastructure, a monitoring solution for system metrics, logs, and performance analysis.
- Created API documentation and developer guides for log analysis, event correlation, and anomaly detection.
- Primary writer for Splunk Light, an introductory subset of Splunk Enterprise focused on onboarding and adoption of Splunk.

## SKILLS & COMPETENCIES

### Developer Documentation

- API documentation, developer guides, SDK usage, troubleshooting, FAQs, changelogs, release notes
- Structured content, topic-based authoring, single-source publishing, component content management, knowledge bases
- Docs-as-code: GitHub, Markdown, Jekyll, Netlify

### Cloud Platforms & Infrastructure

- AWS, Google Cloud, hybrid cloud environments
- Containers (Docker, Kubernetes), virtual machines, cloud-native tooling
- SaaS, IaaS, CI/CD pipelines

### Integrations & Workflows

- Integrations, connectors, plugins, apps, add-ons
- Agent-based setups, automation workflows (Zapier), authentication workflows

### AI & Machine Learning

- AI-assisted writing tools (ChatGPT, Google Gemini, Grammarly, Glean)
- Machine learning workflows & predictive analytics
- Generative AI & automation
- Conversational AI & chatbots

### Observability & Monitoring

- Dashboards, metrics, monitoring, alerting
- Anomaly detection & performance analysis
- Infrastructure monitoring

### UX Writing & Content Design

- UX writing, UI content, microcopy, in-app messaging, onboarding flows, error messages
- Content strategy, usability testing, accessibility (WCAG, Section 508)
- Pendo (walkthroughs, banners, notifications)
- Tools: Figma, Miro

### Authentication & Security

- Single Sign-On (SSO), Multi-Factor Authentication (MFA)
- Authentication flows, RBAC, OAuth, OpenID Connect (OIDC)

### Documentation Tools & Technologies

- Authoring: Paligo, MadCap Flare, FrameMaker, DITA
- Markup: HTML, XML, Markdown, reStructuredText
- CMS/Collaboration: GitHub, GitLab, Bitbucket, Confluence, MediaWiki, WebWorks
- Project management: Jira, Trello
- OS: macOS, Windows, Linux, Unix, command line
- Actively working on Python certification

### Visualization & Media



- Diagrams: Lucidchart, Visio, OmniGraffle
- Design: Canva, Adobe Photoshop, Illustrator
- Tutorials & video: Snagit, Camtasia

### Analytics & Search Optimization

- Analytics: Google Analytics, Pendo, FullStory, Salesforce
- AI-powered search & tuning: Algolia, Coveo

EXPERIENCE



Documentation Manager / Senior Technical Writer

Zimbra, Inc.  08/2013 - 01/2016  San Mateo, CA

Zimbra is an open source server and secured customer software for messaging and collaboration.

- Led documentation for Zimbra's open-source email and collaboration platform, creating admin guides, user manuals, and troubleshooting resources.
- Collaborated with Knowledge Base Manager to design, create, and implement the Zimbra Tech Center, a centralized location for all documentation user resources.
- Developed content for secure email, calendaring, file sharing, and mobile synchronization, supporting cloud and on-premise deployments.

Senior Technical Writer

VMware, Inc.  06/2010 - 07/2013  Palo Alto, CA

Global leader in cloud computing and virtualization solutions.

- Developed documentation for Horizon Data and Horizon Workspace, focusing on secure cloud storage, file-sharing, and mobile device management.
- Created admin guides, API docs, and deployment manuals for enterprise customers.
- Collaborated with the UX team to refine UI content for mobile interfaces and enhance usability.
- Documented Zimbra, an open-source secure messaging and collaboration server, previously owned by Yahoo and later acquired by VMware.

EDUCATION

Bachelor of Arts; Liberal Studies, English Option

California State University - East Bay

Technical Communication Certificate Program

University of California, Los Angeles - Extension

- Completed coursework towards technical writing certificate

Professional Sequence in Technical Communication

University of California, Berkeley - Extension

- Completed coursework towards technical writing certificate


TRAINING / CERTIFICATIONS

Splunk: Implementing IT Service Intelligence      Splunk: Certified Power User


Confluence: Wiki Administrator and Fundamentals Training      Webucator: Introduction to XML

Adobe: DITA Best Practices and Design


STRENGTHS

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**Data-Driven Writer**

Uses analytics and AI-driven insights to identify content gaps, improve documentation engagement, and enhance user experience. Skilled at structuring content for discoverability and aligning documentation with business goals.
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**Dedicated Leader**

Empowers team by providing the right resources, clear priorities, and strategic direction to drive documentation excellence.
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**Effective Communicator**

Excels at translating complex technical concepts into content that's easy to understand and drives impactful results.
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**Collaborative Team Player**

Naturally brings together cross-functional teams to align on goals, drive execution, and enhance customer success.

NOMINATIONS

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**Moving the Ball**

Alation Values Award Nomination, *Moving the Ball*
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**Building for the Long Term**

Alation Values Award Nomination, *Building for the Long Term*

FIND ME ONLINE

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**Personal website and portfolio**

<https://gayle-neumann.com>
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**LinkedIn**

<https://www.linkedin.com/in/gayle-neumann/>