

Hannah Hunter

Technical Writer, Content Developer · Tennessee, USA · hunterhi89@gmail.com

PROFILE

Technical writer and content developer passionate about the customer experience and documentation quality. A habitual learner exploring new technologies, contributing to open-source projects, reading various genres, the great outdoors, supporting local businesses, and spending time with my family.

EXPERIENCE

Content Developer 2 · Microsoft | February 2023 to September 2026

- Took ownership of the Durable Functions content set. Collaborated with the Azure Functions content writer and the Functions engineering team to restructure the documentation to meet Microsoft Learn standards.
- Copyedited outdated documentation and filled gaps with new features, newly supported language SDKs, and code samples for quickstarts.
- Led content strategy and end-to-end documentation delivery for Durable Task, which became the umbrella content set for:
 - Durable Functions: durable execution extension for Azure Functions.
 - Durable Task SDKs: durable execution for other computes, such as Azure Container Apps, Azure Kubernetes Service, App Service, etc.
 - Durable Task Scheduler: storage backend developed specifically for Durable Functions and Durable Task SDKs.
- As part of filling the gaps in the Durable Task documentation, wrote code samples to be used in quickstarts for the Python and JavaScript Durable Task SDKs.
- Prompted GitHub Copilot to assist with testing samples against the most recent code releases.
- Contributed as repo maintainer for Dapr open-source documentation. Owned Dapr in Azure documentation, keeping up with the quick Dapr release cadence, bringing in new feature docs and updating API references. Dapr in Azure docs included:
 - Dapr in Azure Container Apps
 - Dapr extension for Azure Kubernetes Service
 - Dapr triggers and bindings for Azure Functions
- Owned documentation for Azure Monitor App Insights developer experiences, such as Code Optimizations, .NET Profiler, and Snapshot Debugger. Worked alongside the Azure Monitor content team to match their standards for documentation structure. Collaborated with the App Insights and Azure Monitor developer experiences product managers and engineers to deliver accurate, up-to-date documentation. Addressed user feedback and fixed documentation issues, including updating code samples.
- Planned and delivered out-of-band release and Microsoft Build release documentation.
- Directed fast-paced migration of Change Analysis documentation from Azure Monitor to Azure Resource Graph. Collaborated with Azure Resource Graph project managers, engineers, and writers to deliver a thorough, clear migration and mitigate customer confusion.
- Improved content quality across all my covered areas through customer feedback analysis, SEO improvements, audits, and community engagement.
- Used GitHub, Markdown, HTML, Azure CLI, Azure Developer CLI, GitHub Copilot, and Git on a daily basis. Learned .NET/C#, Python, and JavaScript well enough to read, understand, and occasionally fix code samples. Tracked my work

using Azure DevOps.

Content Developer · Microsoft | November 2021 to February 2023

- Promoted to Content Developer 2 in February 2023.
- Hit the ground running learning Dapr, an open-source distributed application runtime used by Azure Container Apps and Azure Kubernetes Service. authored quickstarts, contribution templates, new feature releases, release blog posts, and Dapr integration guidance for both the Dapr open-source docs site and on Microsoft Learn site.
- Owned Azure Monitor developer experience feature documentation, including Azure Monitor Change Analysis, .NET Profiler, Snapshot Debugger, and later Code Optimizations. Worked alongside the Azure Monitor content team to match their documentation structure. Collaborated with the App Insights and Azure Monitor developer experience engineering team and product managers.
- Partnered with product managers, engineers, and Azure Container Apps and Azure Kubernetes Service documentation teams. Communicated weekly with open-source contributors via the Dapr repo and the Dapr Discord channel.

Content Developer · Microsoft, through Kforce | January 2021 to October 2021

- Created and edited online instructional articles with the Microsoft Azure documentation team, improving user understanding of new features and tools.
- Built, reviewed, and published documentation for newly developed Azure tools and features using Markdown and GitHub, ensuring accuracy and timely release.
- Collaborated with feature area PMs and tech writers, fulfilling review requests and expediting document publication for critical Azure updates.
- Participated in weekly scrum and managed cards using Azure DevOps, streamlining workflow and enhancing team communication.

Technical Writer · Nationwide Insurance, through Kforce | June 2020 to December 2020

- Published technical writing and editing deliverables for Nationwide Insurance's Cloud Security Engineering team, supporting secure cloud adoption.
- Created a mostly automated RACI chart for the cloud environment from scratch using Excel formulas and protections, maintaining data consistency through updates.
- Developed documentation surrounding cloud asset management and vulnerability remediation, improving compliance and operational transparency.
- Published documentation on internal cloud website using Markdown and HTML, increasing accessibility for technical and non-technical stakeholders.
- Participated in daily scrum and managed cards using GitHub story board, ensuring timely completion of documentation tasks.

Technical Writer · Dedicated Tech Services, Inc. | September 2017 to June 2020

- Collaborated with senior Technical Writer to create candidate profiles and implement technical interview notes, enhancing clarity and readability.
- Adhered to existing company formatting and content guidelines in MS Word, ensuring consistency and professionalism across all documents.
- Drove front-end web design of the company website using HTML, CSS, Angular, PHP, and Bootstrap, improving mobile usability and user experience.
- Demonstrated knowledge in proposal management, contributing to the development and timely delivery of high-quality proposals.
- Recommended more streamlined, modern formats across all documentation, increasing efficiency and visual appeal.

- Leveraged strong communication, listening, and detail-oriented skills to elicit information from team members, resulting in more accurate documentation.
- Collaborated with team members in developing proposals and managing timelines, successfully delivering at least one RFQ response.
- Redesigned marketing flyers, print handouts, business cards, tradeshow items, and company logo using MS Word, GIMP, and Inkscape, strengthening brand identity.
- Collaborated with recruiters and office coordinator to engage consultants, supporting talent acquisition efforts.
- Managed Community Affairs events and fundraisers, increasing company visibility and community engagement.
- Participated in networking events, trade shows, and candidate interviews, building relationships and creating sales/outreach presentations.
- Demonstrated a strong commitment to quality, accuracy, detail, and understanding goals, ensuring high standards in all deliverables.

Technical Writer · Surgeforce | March 2017 to June 2017

- Collaborated with the legal team to update contracting and service agreements, writing and editing legal documentation to reflect policy changes using MS Word templates.
- Produced deliverables with minimal oversight, demonstrating initiative and reliability in meeting project deadlines.
- Followed up with branch offices to verify implementation of changes, ensuring compliance and consistency across locations.
- Built relationships with marketing and web development teams to redesign and restructure RFI/RFQ/RFP responses, coordinating proposal content and layout using MS Word.

Freelance Copyeditor · MeterFeeder | October 2016 to April 2017

- Provided remote proposal writing and editing services for a start-up mobile application company, coordinating revisions in Google Docs and finalizing documents for CEO review.
- Collaborated with the account manager and contract writers and editors, ensuring cohesive and high-quality deliverables.
- Delivered completely revised documents within short time frames, supporting rapid proposal turnaround and submission.

Technical Writer · Drake Manufacturing | January 2016 to March 2017

- Worked with electrical, mechanical, and CNC engineers to gain expertise in CNC thread grinding machines, enabling creation of thorough, accurate user manuals for diverse end users.
- Coordinated the reformatting and redesign of existing user manuals as the sole technical writer, creating a stylesheet template for all external procedure documentation using MS Word and Adobe Photo Shop.
- Wrote new machine information tailored to user requirements, enhancing the usability and relevance of technical documentation.
- Ensured open communication between project managers and quality control regarding deadlines and customer-specific product details, supporting project success.
- Collaborated with engineers and builders to ensure documentation accurately reflected end products, reducing errors and improving user satisfaction.

Technical Writer · Bentley Systems | January 2012 to August 2014

- Started as the lone writer for InspectTech Systems, Inc., continuing with the InspectTech software team after acquisition by Bentley Systems, Inc.
- Wrote and edited streamlined, user-friendly instruction manuals for customized and core software in MS Word, designing original layouts and graphics in Adobe Photo Shop.

- Managed manual rewrite projects and worked with Creative Services to maintain design consistency, improving documentation quality.
- Created video tutorials for Bentley's first AssetWise mobile application in Camtasia, sharing on the community wiki and YouTube for client access and feedback.
- Met with project managers and implementation team in daily Agile/Scrum standups or virtual meetings, ensuring documentation aligned with customer needs.
- Edited and revised RFQ/RFP response content within brief timelines, supporting successful proposal submissions.

EDUCATION

Media and Professional Communication (Bachelor's) · University of Pittsburgh | Pittsburgh, PA | 2011