

Jon O'Donnell

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Senior Technical Writer

• Docs-as-Code • AI-Focused

Technical writer with 20 years of experience delivering user-focused documentation for SaaS, cloud, and cybersecurity products. Specializes in AI-driven features and docs-as-code workflows using Markdown, Git, and CI/CD pipelines. Proven track record of owning documentation for complex products from kickoff through release, partnering cross-functionally with engineering, product, and UX to deliver clear, scalable, and user-centered content. Recognized for improving documentation quality, reducing support burden, and enabling faster product adoption.

PROFESSIONAL EXPERIENCE

Oracle

Senior Technical Writer | October 2024 – Present

- Own documentation for Oracle Analytics Cloud (OAC) and Fusion Data Intelligence, including feature, reference, and API-adjacent documentation for enterprise SaaS platforms
- Lead documentation for AI-powered features (AI Assistant, AI agents), translating complex system behavior into clear user and developer workflows
- Partner with engineering, product, and UX to define and deliver documentation across 6 annual release cycles, ensuring accuracy and completeness at launch
- Develop structured content using docs-as-code practices (Markdown, Git-based workflows, CI/CD pipelines)
- Manage documentation across multiple product lines, maintaining consistency across a large, interconnected content ecosystem
- Own documentation lifecycle from feature kickoff through publication and iteration, incorporating stakeholder and user feedback
- Collaborate in a fully remote, distributed team, proactively driving deliverables and meeting all release milestones

Environment: SaaS platforms, DITA XML, Agile

CodeSecure, Inc. (formerly GrammarTech)

Senior Technical Writer | October 2017 – May 2024

- Owned end-to-end documentation for a cybersecurity SaaS platform, including API documentation, developer guides, tutorials, and release notes across 4–6 annual releases
- Partnered with engineering and product teams to document cloud and on-prem solutions, improving developer experience and product usability
- Restructured installation and onboarding documentation, improving customer satisfaction by 30%
- Reduced technical support inquiries by 25% through improved clarity, structure, and usability of documentation
- Streamlined documentation workflows, resolving 50+ Jira tickets per release and eliminating backlog
- Created QA and testing checklists, increasing documentation testing effectiveness by 200%
- Managed full documentation lifecycle from planning → writing → QA → release, aligning with code freeze deadlines
- Collaborated with support, product marketing, and cloud operations to address customer pain points and improve content
- Conducted peer reviews and contributed to internal documentation standards, improving team-wide content quality

Environment: Git, Markdown, CI/CD, REST APIs, JSON, Linux, JIRA, Agile

Various Organizations (Contract Roles)

Technical Writer | November 2016 – December 2017

- Delivered high-quality technical documentation for multiple clients in fast-paced environments, meeting 100% of deadlines
- Created thousands of structured topics using DITA XML (Oxygen XML Editor), enabling toolchain modernization ahead of schedule
- Improved readability and usability of technical reports, ensuring successful client delivery and approval

MTS Systems, Inc.

Senior Technical Writer | October 2007 – November 2016

- Lead writer for multiple software product releases within an Agile development environment
- Migrated documentation from unstructured FrameMaker to DITA XML, reducing translation costs by 30%
- Established and maintained style guide standards, improving consistency across documentation teams
- Developed reusable templates and structured content systems to improve efficiency and scalability
- Introduced multimedia documentation (video-based learning), increasing user engagement

American Defense Systems, Inc.

Technical Writer | March 2007 – August 2007

- Wrote and edited installation manuals for armored vehicle systems used in high-risk environments

Patent and Trademark Institute of America

Technical Writer | July 2005 – August 2006

- Researched, wrote, and edited detailed technical reports with a focus on clarity, accuracy, and confidentiality

SKILLS

Technical Writing & Documentation: API Documentation, SDK Documentation, Developer Guides, Docs-as-Code (Markdown, Git-based workflows), Structured Authoring (DITA XML), Information Architecture, Content Strategy, Release Notes, Tutorials, UX-Focused Documentation

Tools & Technologies: Git, GitHub, GitLab, CI/CD pipelines, Oxygen XML Editor, MadCap Flare, Adobe FrameMaker, JIRA, Azure DevOps

Technical Skills: HTML, CSS, JSON, REST APIs, Bash, Python (working knowledge), Linux / Command Line

Methodologies: Agile / Scrum, Cross-functional collaboration (Engineering, Product, UX, Support)

Specialized Experience: AI feature documentation (AI assistants, intelligent agents), Cloud / SaaS platforms, Cybersecurity software

EDUCATION

B.A. English — Manhattan College, Riverdale, NY