

MELINDA GUTERMUTH

SENIOR TECHNICAL WRITER

📍 Los Angeles, California

🌐 www.melindagutermuth.com

PROFILE

Senior technical communicator with 10+ years of experience creating developer-focused content in writing, video, and voiceover. Blends a background in DevOps and system administration with training in media, communications, and linguistics to translate complex technical concepts into clear written documentation and engaging video tutorials. Demonstrated ability to drive audience engagement and growth while working cross-functionally.

WORK EXPERIENCE

■ APRIL 2022 - MARCH 2026

Postman | San Francisco, CA (Remote)

Technical Writer

- Scripted, narrated, and recorded technical video tutorials, with one video exceeding 1 million views on YouTube within months
- Authored monthly product updates across blog posts, emails, and video scripts, ensuring accurate and complete coverage of new features for a developer audience
- Published 50+ SEO-targeted blog posts optimized for developer search terms, which drove a 90% increase in search volume
- Adapted internal documentation into a developer-focused, comprehensive best practices guide for using our software
- Authored documentation for open-source JSON Schema docs, third-party integrations for Postman Flows, and several topic-focused microsites
- Conducted a content gap analysis using Airtable to inventory existing content, assessing coverage across developer, DevOps, tester, and non-technical stakeholder personas
- Provided research contributions to *The API-First Transformation*, supporting the book's analysis of the API industry landscape

EDUCATION

2020 - 2021

BOSTON UNIVERSITY

- Graduate Certificate
- Linguistics

2008 - 2012

CHAMPLAIN COLLEGE

- Bachelor of Science
- Computer Forensics

SKILLS

- API & Platform Documentation
- Docs-as-Code (Git & Markdown)
- Information Architecture
- Technical Video Production
- Voiceover & On-camera Presentation
- Linux Administration & DevOps
- Developer Relations Strategy
- Cross-functional Collaboration

LANGUAGES

- English (native)
- Spanish (B1)
- Japanese (N4)

WORK EXPERIENCE

■ JANUARY 2017 - APRIL 2022

Pivotal (acquired by VMware) | San Francisco, CA

Senior Technical Writer

- Authored user-facing documentation on 300+ topics covering design, installation, and configuration of 2 enterprise product platforms
- Led daily standups and team workflow processes, mentoring 9 technical writers and represented the team in meetings with department leaders
- Maintained scripting to automate 16 publishing pipelines, improving the efficiency of an in-house publishing toolchain
- Promoted to Senior Technical Writer in Feb. 2019

■ JANUARY 2015 - DECEMBER 2016

Zipcar | Boston, MA

DevOps Engineer

- Supported the creation of a new development platform by prototyping new features, documenting functionality, and provisioning resources
- Deployed weekly production code changes to a legacy platform serving 1 million customers with minimal downtime
- Built and maintained scripting for CI/automation tools on both new and legacy platforms
- Facilitated platform infrastructure training for DevOps and software engineering teams

■ SEPTEMBER 2013 - JANUARY 2015

Raytheon | Andover, MA

Systems Administrator

- Administered classified networks supporting 100 software engineers across 20+ networks in secured facilities
- Applied 50+ OS security policies to meet DoD standards
- Collaborated with information assurance team and Defense Security Service on monthly compliance audits

TECHNOLOGIES

Writing & Publishing

- Markdown
- Notion
- WordPress

Developer Tools

- Linux / UNIX
- Git / GitHub
- VIM
- Bash / zsh
- AWS
- Google Cloud Console

Project & Data Management

- Jira / Confluence
- Airtable

Audio & Video Production

- Adobe Audition
- TwistedWave
- iZotope RX 10
- Final Cut Pro