

ALLISSA BALINT

Denver, CO

SKILLS

UX, Content Architecture, HTML, CSS, JavaScript, Python, C++, Java, Android Development, REST, GraphQL, Node.js, EJS, Bootstrap, git, JSON, Adobe RoboHelp, MadCap Flare, Paligo, Knowledge Owl, Docs as Code, Jira, Azure, Agile, Confluence, APIs, Mobile Apps.

EDUCATION

BA Computer Science
CU Denver
June 2021 to May 2024

MFA Creative Writing
Regis University
August 2017 to May 2019

BFA in Creative Writing & BA in Speech - Theater
Arkansas Tech University
August 2010 to May 2014

EXPERIENCE

Technical Writer

Liquibase — May 2025 to Present

- Authored feature documentation and restructured content during a platform migration from MadCap Flare to Contentful
- Leveraged the Contentful API and Node.js to automate content exports and implement bulk structural changes across documentation
- Researched, tested, and integrated AI tools into documentation workflows.

URDB Database Intern

National Renewable Energy Laboratory (NREL) — April 2024 to March 2025

- Researched and updated electric tariff policies and rate structures for use in the Utility Rate Database
- Revised and maintained internal and external API documentation for energy-related data services

Technical Writer, Developer Relations

Google — July 2022 to March 2023

- Wrote and maintained documentation for Business Messages and RCS Business Messaging products
- Led redesign of information architecture and navigation to improve discoverability and usability
- Improved backend functionality of documentation platforms to enhance performance and maintainability
- Developed product documentation using standardized doc plans and review processes
- Created and delivered live demos and educational sessions during developer office hours
- Built a conversational to-do application using Python, GCP, DataStore, and App Engine
- Defined new standards for error code documentation
- Coordinated deprecation plans and documentation updates for two legacy developer products

Technical Writer

Amazon (via Aston Carter) — April 2022 to June 2022

- Documented internal web-based tools used by support and operations teams
- Worked closely with UX, engineering, and support to align documentation with system behavior and business needs

Technical Writer

Wowza Media Systems — February 2021 to April 2022

- Produced technical documentation for hardware, software, and streaming products
- Developed dynamic web components using jQuery and JavaScript within Knowledge Owl's snippet system
- Created and maintained REST and GraphQL API documentation
- Migrated documentation from Knowledge Owl to Redocly by converting HTML to YAML using RegEx
- Supported UX projects using WalkMe and custom jQuery enhancements

Lead Technical Writer

M.E.P. CAD — February 2018 to February 2021

- Created and maintained user guides, release notes, and reference documentation for AutoSPRINK, AlarmCAD, AutoSPRINK RVT, AutoSPRINK FAB, and AlarmCAD for AutoCAD
- Designed and implemented a custom single-sourcing system based on DITA concepts, integrated with multiple delivery platforms
- Built and deployed three mobile apps with Firebase login and live content.
- Developed an in-program news pane using Bootstrap, embedded in C++ applications via webview for Windows 7 compatibility
- Migrated over 2,000 articles from Adobe RoboHelp to a custom CMS by converting HTML to JSON using RegEx
- Maintained company websites using Node.js, Sass, and JSON
- Managed the company's social media presence on Facebook and LinkedIn

Transcription Editor**3Play Media** — April 2017 to April 2018

- Edited and time-aligned closed captions for audio and video content following strict transcription standards
- Performed clean-read and verbatim editing for educational and commercial materials