

# BIANCA RAGSDALE

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## EXPERIENCE

### Senior Technical Writer

February 2023 to Present

LandingAI, Remote

- Owned all documentation strategy and execution as the organization's sole technical writer, producing overviews, task-based guides, API references, and SDK docs, and setting the editorial and information-architecture standards for the entire docs estate.
- Built an agentic documentation workflow that reviews core engineering repositories, identifies PRs affecting customer-facing docs, and drafts updates grounded in the style guide, criteria, and templates I authored, then opens PRs for human review.
- Using Claude, developed a Python script that transforms engineering's raw OpenAPI spec into a publishable API reference: it removes internal-only fields and adds curated examples, keeping the docs accurate as the spec changes.
- Led the migration from Document360 to a docs-as-code platform (Mintlify): built the business case, established requirements, evaluated vendors, executed the migration, and drove cross-functional adoption.
- Established the style guide and standards, encoded them in a CLAUDE.md that guides Claude when drafting, and enforced them with automated, Claude-assisted checks.
- Optimized documentation for AI consumption: auto-generated llms.txt files, maintained SKILL.md files, refined the docs AI assistant, and structured pages for reliable LLM retrieval.
- Wrote and tested sample code (Python, TypeScript, cURL) against live APIs, and built automated checks to prevent shipping broken code.
- Partnered with Product, Engineering, QA, Customer Success, and Marketing to frame customer needs, align on release scope, and drive cross-functional efforts that route both people and AI agents to our docs, skill files, and CLI.
- Defined and tracked content quality and discoverability using analytics (Google Analytics, Search Console) and reader feedback (search and AI-assistant queries, support tickets, forum posts) to drive continuous improvement.

### Senior Technical Writer

July 2022 to January 2023

Amazon, Remote

- Documented storage and configuration management tools for an audience of internal software developers and project managers.
- Developed and implemented a plan to migrate content from an internal wiki to MadCap Flare.
- Conducted surveys to collect quantitative data and anecdotal feedback on documentation.

### Senior Technical Writer

August 2019 to June 2022

Orange Logic, Remote

- Created hundreds of pages of documentation for complex cloud-based software, serving audiences that ranged from internal implementation specialists to external software administrators.
- Championed a project for developing an in-house authoring tool. Created detailed requirements and coordinated with developers, product managers, and the COO to make this tool a reality.
- Created procedures for managing digital assets in Microsoft Azure, Amazon S3, and AWS Snowball.

## EXPERIENCE (CONTINUED)

### Documentation Manager

March 2013 to August 2019

RED Digital Cinema, Irvine, CA

- Managed the creation and publication of all user guides and tech specs for professional cameras.
- Hired, managed, and trained a team of technical writers and documentation specialists.
- Led a large-scale information architecture and tooling overhaul: selected MadCap Flare and managed the migration of the full content library from Word and InDesign.
- Researched and selected a translation vendor. Managed translation into seven languages.
- Analyzed customer support tickets in Zendesk to identify documentation gaps and created knowledge base articles to address user pain points.

### Technical Writer (Contract)

July 2011 to March 2013

Eyefinity, Irvine, CA

- Documented electronic health record (EHR) systems and practice management systems.

### Technical Publications Intern

June 2010 to June 2011

Invensys Operations Management, Lake Forest, CA

- Wrote and edited user guides and technical advisory bulletins for safety control systems.

## SKILLS

### Authoring Tools and Concepts

Docs-as-code, OpenAPI, Mintlify, MadCap Flare, Document360, FrameMaker, Microsoft Office Suite, Google Docs, Confluence, Acrobat Pro

### Software Development

Markdown, Python, JavaScript, TypeScript, cURL, HTML, CSS, GitHub, CI/CD, Cursor, Visual Studio Code, Terminal, Postman, Jupyter Notebook, Google Colab

### AI and Agent Tooling

Claude Code, SKILL.md, AGENTS.md, MCP, CLI

### Analytics, Support, and Project Management

Google Analytics, Google Search Console, Pylon, Zendesk, Discord, Circle, Pendo, JIRA, Asana

### Image and Video Editing

Illustrator, Photoshop, GIMP, Sketch, Camtasia, LucidChart

## EDUCATION

University of California, Irvine

Bachelor of Arts in English

Minors: Spanish and Management