Karmen Kardum
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Portfolio: karmen87.github.io

SUMMARY

Technical Writer with 8+ years creating comprehensive documentation for B2B SaaS and enterprise software. Expertise in developer documentation, integration guides, API documentation, and user manuals. Strong technical background with Master of Computer Science degree and 5 years software development experience enables clear communication with engineering teams. Published 1,800+ pages of production documentation serving Fortune 500 companies and U.S. Department of Defense clients.

TECHNICAL SKILLS

Documentation Tools: Dr.Explain, GitBook, Docusaurus, Confluence, Wikipages, Markdown, HTML, Microsoft Word
API Documentation: Swagger, OpenAPI, Postman, REST APIs, JSON, YAML
Design & Prototyping: Balsamiq, Figma, Canva, Wireframing, UX Design
Version Control: Git, GitHub, GitLab
Programming Languages: Python, SQL, JavaScript (reading/understanding for documentation)
Content Management: Documentation as Code, Style Guides, Information Architecture
Collaboration Tools: Jira, Basecamp, Skype, Slack, Google Workspace
Technical Knowledge: SaaS platforms, Infrastructure management, DCIM, Network architecture, DevOps, Cloud computing
Methodologies: Agile, Scrum, Technical writing best practices

WORK EXPERIENCE

Product Owner
Planet IRM, Remote | Jul 2015 - Jun 2023

Led product strategy and documentation for Planet IRM NexGen, enterprise infrastructure management platform serving Fortune 500 companies and U.S. government agencies including Department of Defense.

Documentation Leadership:
- Authored 1,800+ pages of technical documentation including Administrator Guides, user documentation, developer documentation, integration guides, and API references
- Created documentation across 28 product versions for web client, global console administration, and infrastructure visualization tools
- Established version-controlled documentation processes using Dr.Explain, GitBook, and Wikipages

- Wrote for dual audiences: end-users (IT administrators, facility managers, network engineers) and developers
- Collaborated with 10-15 engineers across multiple time zones to gather technical information and validate accuracy
- Specified context-sensitive help links integrated into product UI mapping to relevant documentation pages
- Created quick-start guides, troubleshooting documentation, and FAQ content improving user self-service capabilities

API & Developer Documentation:
- Researched and proposed API documentation approach using Swagger/OpenAPI specification
- Created API documentation template and documented multiple REST API endpoints to demonstrate methodology
- Documented integration features with third-party enterprise systems including Fluke Networks LinkWare Live, BMC Helix ITSM, and ServiceNow
- Wrote deployment workflows and technical specifications for developers implementing infrastructure management solutions
- Documented complex technical concepts including CAD integration, real-time collaboration, and database architecture
- Attended integration design meetings and created technical user guides for system administrators

Product Management & UX Design:
- Designed 125+ UI/UX mockups in Balsamiq defining feature specifications for front-end and back-end development teams
- Worked with Object Model data architecture framework describing object structure, relations, and properties
- Attended almost all engineering and architecture meetings to understand technical implementation
- Collaborated with CTO and stakeholders on product strategy and feature prioritization
- Conducted acceptance testing and quality validation for new features before production release

Release Management:
- Created comprehensive release notes (30+ pages per version) documenting new features, bug fixes, improvements, and system changes
- Wrote migration guides for major product updates and version transitions
- Maintained documentation consistency and accuracy across multiple product releases

Sample Work: karmen87.github.io/user-guide-report-viewer.pdf

Freelance Technical Writer
Self-Employed, Remote | 2023 - Present

Create technical documentation and content for open-source AI/ML projects and developer tools.

- Developer guides for Enthusiast AI framework (e-commerce RAG implementation)
- Docker setup tutorials and workflow documentation

- Technical blog content explaining complex AI concepts for developer audiences
- API documentation and integration guides

Portfolio: karmen87.github.io/enthusiast-blog

Software Project Manager
i3Annotate, Remote | Mar 2017 - Dec 2018

Led Agile development of multi-platform touchscreen annotation application for business and education from prototype to production release.

- Led 6-person development team (contractors and direct reports) through full project lifecycle
- Managed hiring, performance reviews, and team coordination
- Defined project scope, milestones, and resource allocation
- Established testing workflows and validation processes for iOS, Android, Windows, and Mac platforms
- Served as primary liaison between technical teams, non-technical departments, and clients
- Delivered project on-time and within budget

Software Developer
Neos, Remote | Jul 2011 - Jul 2015

Developed technical and user documentation for SCADA systems and algorithmic trading platforms.

- Created technical documentation for SCADA system managing public lighting infrastructure
- Developed user manuals and internal documentation for algorithmic trading systems
- Wrote technical specifications and design documents for ERP solutions
- Collaborated with engineering teams on market data pipelines and trading infrastructure

EDUCATION

Master of Computer Science - Software Engineering
University of Split, FESB | 2009 - 2011

CERTIFICATIONS

Remote Work: 14 years of remote work experience with distributed teams across multiple time zones
Languages: English (Fluent - Business/Technical), Croatian (Native)
Availability: Immediate start available
Location: Europe timezone (Croatia UTC+1) - Easy overlap with EU/UK business hours