

# Karmen Kardum

## Lead Technical Writer & Developer Experience (DX) Architect | Developer Platforms & APIs

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## Professional Summary

Lead Technical Writer and Developer Experience (DX) Architect with 16+ years producing developer-facing documentation ecosystems, API references, integration guides, and product documentation for B2B SaaS and enterprise software. M.Sc. in Computer Science and 8 years owning documentation strategy for enterprise cloud releases, with 1,800+ pages of production documentation across 28 releases for Fortune 500 and U.S. Department of Defense clients. Specialize in Docs-as-Code workflows, REST API documentation, Swagger/OpenAPI, developer onboarding, developer portals, and AI-assisted documentation workflows.

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## Core Skills

- **Developer Experience (DX) & APIs:** Swagger/OpenAPI, OpenAPI Specification, Postman, REST API documentation, developer onboarding, developer portals, integration guides, API reference suites, information architecture, structured authoring.
- **Technical Writing & Documentation:** Administrator guides, user guides, developer documentation, knowledge base documentation, release notes, migration guides, troubleshooting documentation, quick-start guides, in-product help, style guides, customer-facing content.
- **Docs-as-Code & Documentation Tools:** Docusaurus, Hugo, GitBook, Dr.Explain, Wikipages, Markdown, HTML, JSON, YAML, Git, GitHub, Microsoft Word.
- **AI & Developer Content:** ChatGPT, Claude, prompt engineering, RAG, vector search, LLM/agent frameworks, developer relations content, SEO research, editorial planning.
- **Programming, DevOps & Data:** Python, JavaScript, SQL, PostgreSQL, MySQL, Docker, Linux administration, CI/CD pipelines, GitHub Actions, Git, GitHub, GitLab.
- **Design, Product & Methods:** Balsamiq, Figma, wireframing, prototyping, in-product help design, Agile, Scrum, sprint planning, backlog management; Jira, ASANA, Basecamp, Slack, Google Workspace.

- **Domains:** B2B SaaS, AI/ML, DCIM / data center infrastructure management, network architecture, SCADA, ERP, cloud computing, fintech, blockchain/DeFi.
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## Professional Experience

### Developer Content Architect & Technical Consultant — Predictor

Remote | 2016 – Present

Independent consulting spanning developer documentation, AI-assisted documentation workflows, and algorithmic trading systems.

#### **Developer Documentation & Technical Content Consulting, 2024–Present:**

- Produced developer-facing documentation, technical guides, and SEO-informed B2B SaaS content for infrastructure and AI clients including Eon.io and Cekura, combining AI-assisted drafting with technical editing, product research, SEO research, content strategy, stakeholder feedback, and brand accuracy.
- Authored developer documentation, API/integration guides, workflow tutorials, and technical explainers for AI/ML projects and developer tools.
- Built and maintained a Docusaurus Docs-as-Code developer portal for the Enthusiast e-commerce RAG / agentic-AI framework, including Docker setup content, workflow tutorials, quick-start documentation, and developer onboarding materials.
- Created AI-assisted proof-of-concept documentation for Crypto\_Alarm, including implementation notes, alarm-logic documentation, CoinGecko API integration documentation, DevOps/CI documentation, and GitHub Actions setup materials.
- Co-authored whitepaper content for the Power Perpetuals DeFi protocol; researched DeFi protocol risks and mitigation strategies.

#### **Algorithmic Trading & DeFi Systems, 2016–2025:**

- Developed, maintained, and monitored Hummingbot-based trading bots for cryptocurrency spot/futures markets; implemented risk-management and 24/7 monitoring workflows; analyzed on-chain data and market trends; earlier built market-data pipelines, order-execution systems, and backtesting tools for traditional markets.

### Lead Technical Writer & Product Owner — Planet IRM

Remote | Jul 2015 – Jun 2023

Owned product documentation, API documentation, and UX collaboration for Planet IRM NexGen, a cloud-based DCIM / infrastructure-management platform serving Fortune 500 and

U.S. Department of Defense clients. Partnered with the VP of Engineering across product strategy, documentation, API enablement, and desktop-to-cloud migration across 28 releases.

### **API & Developer Documentation**

- Defined the API documentation approach using Swagger/OpenAPI; created API documentation templates and documented REST endpoints, deployment workflows, and technical specifications for developer audiences.
- Documented integrations with third-party enterprise systems including Fluke Networks LinkWare Live, BMC Helix ITSM, and ServiceNow.
- Documented complex technical concepts including CAD integration, real-time collaboration, database architecture, infrastructure visualization, deployment workflows, and system configuration.

### **Documentation Leadership**

- Authored 1,800+ pages of production documentation across 28 product versions, including administrator guides, user documentation, developer documentation, integration guides, API references, quick-start guides, troubleshooting content, FAQ content, context-sensitive in-product help, and release documentation.
- Wrote for dual audiences: technical end users including IT administrators, facility managers, and network engineers, plus developer audiences.
- Established version-controlled documentation processes using Dr.Explain, GitBook, and Wikipages, maintaining reusable documentation structures across product versions.
- Maintained documentation architecture and consistency across multiple product versions, web clients, global console administration workflows, and infrastructure visualization tools.
- Sample work: <https://karmen87.github.io/user-guide-report-viewer.pdf>

### **Release Management**

- Created comprehensive release notes of 30+ pages per version across 28 releases, covering new features, bug fixes, improvements, breaking changes, migration instructions, and customer-facing change documentation.
- Wrote migration guides for major product updates and maintained documentation consistency across releases.

### **Product & UX Collaboration**

- Designed 125+ Balsamiq UI/UX mockups supporting the desktop-to-cloud migration, translating complex Object Model data architecture into clear front-end/back-end specifications.

- Collaborated with the VP of Engineering on roadmap, feature prioritization, database/data-model design, stakeholder iteration, and acceptance testing.
- Participated in daily cross-functional meetings across product strategy, engineering, architecture, QA, design, and backend development to align requirements, implementation, and release readiness.

## Software Project Manager — i3Annotate

Remote | Mar 2017 – Dec 2018

- Led Agile delivery for a multi-platform touchscreen annotation application used in K-12 education and corporate training; managed a 6-person distributed engineering and QA team across iOS, Android, Windows, and Mac.
- Defined scope, milestones, prioritization, ceremonies, and cross-platform testing workflows, delivering from prototype to production on time and within budget while working 10–15 hrs/week alongside Planet IRM responsibilities.
- Tracked and reported KPIs, project metrics, delivery risks, and progress to executive stakeholders.

## Software Developer — Neos

Remote | Jul 2011 – Jul 2015

- Built Python algorithmic-trading infrastructure and real-time market-data pipelines; implemented SQL databases and optimized query performance.
- Developed SCADA system components for public-lighting infrastructure and ERP modules for business-process automation.
- Wrote technical specifications and design documents for development teams.

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## Education

**M.Sc., Computer Science – Software Engineering** — University of Split (FESB) | 2009 – 2011

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## Additional Information

**Languages:** English fluent; Croatian native.

**Remote work:** 10+ years across distributed, multi-time-zone teams; based in Croatia with strong EU/UK overlap and flexible U.S. collaboration hours.

**Portfolio:** <https://karmen87.github.io>

