

# Karen Rempel

## Senior Technical Writer and Content Designer

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100 W. 12<sup>th</sup> St. #6B, NY, NY 10011

### Portfolio and Recommendations

- [karenrempel.com](http://karenrempel.com)
- [linkedin.com/in/karenrempel/](https://www.linkedin.com/in/karenrempel/)

### Industry and Subject Experience

- Enterprise Systems
- Professional Services
- Financial Technology (FinTech)
- Manufacturing
- Healthcare
- Data Science, Automation, AI, and Machine Learning
- Education
- Insurance, Taxation, Accounting
- Government, Nonprofits + More

### Information Architecture

- Develop large content delivery systems with simple navigation and searchability
- Optimize content based on customer feedback and usage data
- Leverage AI to scale efficiency and quality
- Structure content using HTML, XML, DITA, Markdown, tags, and keywords
- **Fave tools:** Google Workspace, Google Gemini

A versatile, experienced technical writer and content designer, I use my exceptional writing, content management, and interpersonal communication skills to create compelling, targeted content for a wide range of customers and internal audiences in various technical and business environments. An excellent collaborator and calm, supportive leader, I work to people's strengths and help my team members develop and deliver on their potential. And I'll always show up on karaoke night!

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## Select Consulting Experience

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| 2020-now  | <p><b>Bloomberg L.P., New York, NY</b><br/>Senior Technical Writer   Functional Team Lead</p> <ul style="list-style-type: none"><li>▪ Lead and support writing team to produce high quality, unified support materials with the appropriate level of detail for Enterprise Technology's internal and external clients using HTML and Markdown.</li><li>▪ Develop help articles and videos to support &gt; 10,000 system admins and other users to configure and manage user permissions and connectivity into Bloomberg.</li><li>▪ Work with product management, UX, engineering, marketing, and cross-product writing teams to develop a user-focused, holistic content strategy and targeted messaging to create appealing, easy-to-use product documentation focused on user needs, cutting down on support time and improving user journeys.</li><li>▪ Converted to full-time employee in March 2025.</li></ul> <p><i>Clients said our integrated documentation was extremely valuable in helping them remediate alerts using a new Fixed Income Recommended Actions monitor.</i></p> |
| 2018-2019 | <p><b>Carpenter NY Development (Grasshopper Bank), NY</b><br/>Senior Technical Writer   T24 Expert</p> <ul style="list-style-type: none"><li>▪ Helped operations team develop and document 90 complex banking processes and system administration procedures for Temenos T24 banking implementation.</li><li>▪ Contributed input to UX design and text elements for web and mobile banking app. Helped bank comply with regulations to gain OCC banking charter.</li></ul>  |
| 2015-2019 | <p><b>BC Hydro, Vancouver, BC</b><br/>MadCap Flare Expert   Training Materials</p> <ul style="list-style-type: none"><li>▪ Converted training materials from InDesign to MadCap Flare for multi-role, multi-output content management system to streamline document production.</li><li>▪ Created structured XML content from source text; replicated InDesign document using CSS.</li></ul>  |
| 2013-2018 | <p><b>Sysco Canada, Vancouver, BC</b><br/>Senior Technical Writer   Standard Operating Procedures</p> <ul style="list-style-type: none"><li>▪ Worked with management teams across Canada to develop handbooks of SOPs for delivery associates and inventory planners to improve service excellence.</li><li>▪ Documented user workflows and created procedures that anticipated users' just-in-time information needs.</li></ul>  |

# Karen Rempel

## Senior Technical Writer and Content Designer

### Education

- Naropa University  
Boulder, CO  
**Master of Arts in Psychology**
- Douglas College  
New Westminster, BC  
**Professional Writing Diploma**
- Simon Fraser University  
Burnaby, BC  
**Bachelor of Business Administration**

### Delivery Methods

- Help Articles and In-Context Help
- UX / User Interface Text and Menus
- Presentations and Demos (Live and Pre-Recorded)
- Web Pages (HTML and CSS)
- Product Communications and Promotional Materials
- Blogs
- User Guides, Installation Guides
- IT Admin Runbooks and Playbooks
- Training and Quick Reference Materials
- Standard Operating Procedures
- Online Tutorials
- Change Management Guides
- YouTube and In-House Videos
- Feature Articles
- **Secret Sauce: SEO Optimization**

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## Select Consulting Experience, Continued

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| 2013-2014 | Engineers and Geoscientists BC, Vancouver, BC<br>Senior Technical Writer   Knowledge Base <ul style="list-style-type: none"><li>▪ Designed and created knowledge base of web-based policy briefs for licensing process for 800+ engineers.</li></ul>  |
| 2011-2012 | Inventure Solutions (Vancity), Vancouver, BC<br>Documentation Lead   Business Consultant   T24 <ul style="list-style-type: none"><li>▪ Led team to create project planning documents for user support, training, and change management for Temenos T24 banking system implementation for Canada's largest community credit union, with \$27.4 billion in assets.</li></ul>  |
| 2010-2011 | Coast Capital Savings Credit Union, Vancouver, BC<br>Documentation Lead   T24 <ul style="list-style-type: none"><li>▪ Designed and implemented integrated, customized help and change management guides for Temenos T24 banking system implementation.</li><li>▪ Led and assisted team to create documentation needed to migrate all banking data and systems for 52 branches, 535,000 members, and \$20.1 billion in assets.</li></ul> |
| 2006-2009 | Rockwell Automation Inc., Vancouver, BC<br>Senior Technical Writer   Software Documentation <ul style="list-style-type: none"><li>▪ Wrote and updated online and print documentation for large-scale manufacturing process control and data modeling software, working with an international team.</li><li>▪ Updated a documentation set consisting of 20,000+ files, 7 user guides, and 20 help projects in 9 months.</li></ul>        |

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## Society for Technical Communication Leadership

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| 2016      | Competition Manager for International Summit Awards.<br>Managed team of 20 international judges. |
| 2008-2009 | Canada West Coast Chapter President. Led team of 27.   |

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## STC Awards

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| 2012 | Pacesetter Community Award for creating mentorship service.  |
| 2009 | Pacesetter Community Award for innovative use of technology. |

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## Software Tools

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| Content      | Expert in most major documentation, graphics, content management, presentation, AI, and web development tools. |
| Productivity | Google Workspace, Confluence, SharePoint, Project + More.  |
| Client Tools | Bloomberg Terminal, Enterprise Console, Temenos T24 + More.  |

See [LinkedIn](#) or [karenrempe.com](http://karenrempe.com) for complete client list and work details.