

Karen Rempel, MA

Experienced Technical Writer

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100 W. 12th St. #6B, NY, NY 10011

Portfolio and Recommendations

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

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, Markdown, tags, and keywords
- Enforce style guidelines to ensure a unified, professional voice across hundreds of documents
- Collaborate with writing teams, stakeholders and engineers to continually improve authoring tools and delivery methods

Technical writer with 18+ years of diverse experience creating exceptional technical documentation for developers, clients and internal users across a range of industries, with an emphasis on financial services and software development.

- Talent for synthesis and a passion for developing clear, navigable, searchable and ingestible documentation systems.
- Able to simplify complexity to deliver practical approaches that help clients and internal teams do their work effectively and efficiently.
- Strong aptitude for explaining end-to-end processes and procedures within the context of the wider system, including setup requirements and conceptual objectives.

Note: Prior to becoming a full-time employee (FTE) at Bloomberg in March 2025, all roles are contract positions. Shorter projects omitted for brevity.

Technical Writing Experience

Bloomberg L.P., New York, NY 04 2020 to present

\$15B revenue, 26K employees | Financial technology and news

Technical Writer (FTE) | Report to ETEC Product Manager, March 2025 - present

Synthesize requirements from global product development and engineering teams to produce clear technical specifications, developer documentation, procedures and guides for Enterprise Technology (ETEC) internal and external clients to facilitate product usage and ensure compliance with industry regulations and Bloomberg standards for electronic trading and data workflows.

Technical Writer (Contract) | Reported to ETEC Global Head of Product, 2020 - 2025

- Working with product management, engineering, UX, marketing and legal, led writing team to develop the Enterprise Console's web-based Documentation Center—an appealing, easy-to-use knowledgebase of 200+ specifications, quick start and user guides and how-to videos.
- Defined documentation standards, information architecture and content strategy adopted across writing teams.

In 2025, 89% of the Enterprise Console's 45K+ client users consulted the Documentation Center, as did 66% of our 7,300 internal users around the globe.

Grasshopper Bank, NY 04 2018 - 02 2019

\$32M revenue, 150 employees | Startup and venture capital banking

Technical Writer, Operations and Risk | Reported to COO and CRO

- Working with risk, operations and engineering teams, developed and wrote operations and risk mitigation procedures for banking application with web portal and mobile app, helping online bank startup to operate effectively, protect information security, and comply with regulations to gain the first OCC banking charter granted in NYC since the 2008 financial crisis.
- Defined required data interchange for APIs between core banking software and loan software. Instructed developers on reporting requirements for banking transactions. Reviewed daily developer build and coding notes for accuracy and completeness.

BC Hydro, Vancouver, BC 03 2015 - 02 2019

\$7.1B revenue, 8.1K employees | Crown Corporation, electricity generation and delivery

Technical Writer | Reported to Manager, Digital Content

- Created multi-role, multi-output content management system to streamline document production of training materials; created handbooks that helped staff understand policies and follow procedures to comply with BC worker safety and utility regulations.
- Created structured XML content from source text; replicated InDesign documents using CSS.

Sysco Canada, Vancouver, BC 09 2013 - 05 2018

\$2.5B revenue, 5.3K employees | Food service supply and delivery

Technical Writer | Reported to Vice President, Standard Operating Excellence

- Worked with management teams across Canada to develop and document policies, standards and procedures for delivery associates and inventory planners to improve service excellence, comply with Canadian food safety regulations, and mitigate risk of food spoilage.

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Experienced Technical Writer

Programming Languages

- Web APIs, REST, RESTful APIs
- Python
- JSON
- XML, DITA
- Java, HTML, CSS, JavaScript, PHP, SQL
- Proprietary languages

Tools

- Markdown
- WordPress
- Git, GitHub
- Gemini, ChatGPT, ASKB
- Many others

Education

- United Nations Association
New York, NY
Certificate, Global Policy
- Python Institute
Courses in Python
- LinkedIn Learning
Courses in API Documentation
- Naropa University
Boulder, CO
MA, Psychology
- Douglas College
New Westminster, BC
Diploma, Professional Writing
- Simon Fraser University
Burnaby, BC
BBA, Accounting & Info Systems

Technical Writing Experience, Continued

Chevron Canada, Vancouver, BC 09 2014 - 10 2015
\$193.4B revenue (parent co), 300 employees | Integrated energy, oil and gas
Technical Writer | Reported to Capital Projects Lead

- Worked with engineering team to create handbook of risk management policies and procedures for large-scale capital projects to ensure compliance with oil and gas safety regulations, risk assessments and emergency response plans.

Engineers and Geoscientists BC, Vancouver, BC 04 2013 - 04 2014
\$34M revenue, 200 employees, 45K registrants | Regulator of professionals
Regulatory Policy Writer | Reported to Chief Regulatory Officer

- Designed accessible policy framework; created regulatory policy documents and synthesized collection of 100+ policies into an easily navigable, web-based mind map and knowledgebase for licensing process, used by engineers and geoscientists. Implemented traceability protocols to link policies and standards to regulatory requirements.

Insurance Corporation of BC (ICBC), Vancouver, BC 10 2012 - 03 2013
\$5.5B revenue, 5.7K employees | Crown Corporation, universal auto insurance
Business Analyst and Technical Writer | Reported to Head of Legal Compliance

- Worked with engineering, legal and business teams to analyze, synthesize and update policies, standards, guides and forms to simplify compliance with new tax regulations.

Vancouver City Savings Credit Union (Vancity), BC 10 2011 - 04 2012
\$39.7B AUM, 2.4K employees, 585K members | Community banking
Technical Documentation Lead | Reported to Banking Business Team Lead

- Worked with engineering team, product managers and business users to develop online help and engineering requirements for T24 banking system implementation. Captured To Be procedures during team-based process reviews.

Coast Capital Savings Credit Union, Vancouver, BC 02 2010 - 09 2011
\$27B AUM, 1.7K employees, 600K members | Community banking
Technical Documentation Lead | Reported to Vice President, Enterprise PMO

- Designed and implemented integrated, customized online help for T24 banking system implementation. Assisted business team to create documentation needed to migrate all banking data and systems for 52 branches.
- Worked with developers to integrate new online help into T24 screens. Worked with business team and software engineers to design and develop software menu structure, integrated with system security.

Rockwell Automation Inc., Vancouver, BC 01 2006 - 12 2009
\$8.3B revenue, 26K employees | Industrial automation and digital transformation
Technical Writer | Reported to Software Development Manager

- Wrote and updated user guides and online help for large-scale manufacturing process control and data modeling software, working with a global engineering team. Updated a documentation set consisting of 20,000+ files, 7 users' guides and 20 help projects in 9 months.

See [LinkedIn](#) and [karenrempel.com](#) for detailed project list, recommendations and portfolio.

Service Leadership and Awards

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| 2016 | Competition Manager, Society for Technical Communication (STC) International Writing Awards. Managed team of 20 international judges. |
| 2012 | STC Pacesetter Community Award for creating mentorship service. |
| 2008-2009 | STC Canada West Coast Chapter President. Led team of 27. |
| 2009 | STC Pacesetter Community Award for innovative use of technology. |