

JENNIFER PICADO

Technical Writer · Platform documentation

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Remote · async · global

EXPERIENCE

Dark Heart Labs

2015 – Present

Technical Writer — Independent · Remote

- Selected from 170+ applicants for the Human-Focused AI Award (Tetrade Buildathon) for NeuroShell user docs: task-oriented how-tos, keyboard shortcuts, and accessibility notes a first-time user can finish.
- Authored 289 dated essays at darkheartlabs.technology/writing and shipped the Jekyll site (search, CI link checks) plus CMS how-tos so a publisher could ship without a developer on the call.
- Documented two WCAG 2.1 AA Rails ViewComponents (keyboard path, what the user hears, what to test) so an implementer could ship the accessible default without an audit PDF.
- Turned hosting, registrar DNS, and mail authentication (SPF, DKIM, DMARC) incidents into runbooks so the next similar internal ticket did not start from zero.

365 Connect LLC

2003 – 2015

Web Developer — On-site 2003–2007 · remote 2007–2015

- Delivered in-product help text and front-end UI for a property-management platform (WordPress, Drupal) across a 12-year tenure.
- Partnered with design on accessibility; used observed user behavior to fix help-text and interface bottlenecks.
- Converted recurring support tickets into internal notes so the same outage was not re-explained from scratch.

SELECTED WORK

- darkheartlabs.technology — 289 essays, CV, search, CI link checks.
- NeuroShell — ADHD-friendly macOS tool docs. Human-Focused AI Award. github.com/jv-darkheartlabs/NeuroShell
- [accessibility-rails-components](https://github.com/jv-darkheartlabs/accessibility-rails-components) — WCAG 2.1 AA ViewComponents and keyboard-path how-tos. github.com/jv-darkheartlabs/accessibility-rails-components

SKILLS

Writing

How-tos · READMEs · Knowledge base · docs-as-code · Markdown · CMS how-tos · Incident notes · Runbooks

Web

HTML · CSS · JavaScript · Jekyll · WCAG 2.1

Tooling

Git · GitHub

EDUCATION

Herzing University — Bachelor of Science in Cybersecurity (coursework complete; conferral pending)

PROFESSIONAL DEVELOPMENT

RHCSA (EX200) — Studying; exam date to be determined