

A. Khedron de León

Evocative Designer/Writer and Experience Analyst for 15+ years

WWW

 akhedrondeleon.com
 in/akhedrondeleon

Core Strengths

Content Management Process Refinement
Database Admin Web Development
Customer Experience Instructional Design
Graphic Design Branding and Style

Contact

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1817 Turning Leaf Ln. 
Durham, NC 27712

I converted HYPR's documentation portal from Read.Me to Docusaurus, revamping architecture and style, incorporating SMEs into the review process, saving tens of thousands of dollars a year, and fostering a company-wide sense of investment in the docs.

Higher Learning
University of North Carolina at Greensboro
Bachelor's Degrees in Psychology and Sociology

I am Creative Director of the Skyrim-based reimagining of *Vampire: the Masquerade Redemption*, moderating a community of thousands, overseeing game-wide content development in Agile style, and ensuring the mission to respect canon and focus on fun for the player.

References



Professional Experience

HYPR [Passwordless Authentication]

Senior Technical Writer [Jan '22–Feb '25; Remote]

- Curate product documentation, API, SDK, knowledge reuse, and SME review cycles

Responsibilities:

- Work in lockstep with the Product and Engineering teams to create timely releases spanning Server, PC, and mobile device cross-functionality
- Periodically review the UI and make direct code changes for product nomenclature alignment and edition of the prose elements in the products
- Convert Read.Me files into Docusaurus git repositories, including upgrades of all components and plugins, and reviewing and editing SME input
- Collaborate with Marketing and Field Engineers to create visual aids that ease explanation of a multi-device MFA product ecology

StrongKey [Cryptography Solutions]

Senior Technical Writer [Mar '19–Dec '21; Durham, NC and Remote]

- Used the new branding set to develop a complete editorial suite for creating technical and sales content, including the websites

Responsibilities:

- Convert dozens of technical manuals and Marketing copy to the fresh branding and style in multiple output formats; create instructions for their use to be included with onboarding packet; create the onboarding packet; administer Confluence to empower staff to readily locate needed info
- Transliterate viable true-to-life instructions from the occult scrawlings of cryptography engineers to create new content as needed, often performing tandem QA/UX analysis while editing application text and making efforts at educating them in editorial preventive maintenance
- Nurture two WordPress sites and a Support MediaWiki; rebuild the website twice for new Marketing flavor; move the wiki into Confluence; refine marketing SEO via HubSpot and a host of analytic tools; curate GitHub and SourceForge to keep consistency with style and technical updates
- 2020: Act as the social face of the company and the persona for the mascot, Cipher Octopus; Cipher sends a monthly, kind of snarky newsletter
- Research current trends and smith themed blog and collateral content; write most of Cipher's articles in addition to my own [contributions](#)
- Finalize all completed RFP/Q/I into a variety of formats as required for entities ranging from the US military to central banks to global telecomm

Self-Employed/Freelance [Web Design + Game Design + Writing]

Web Designer, Writer [Apr '14–Feb '19; Remote]

- Published two books on Amazon Kindle Publishing, including all related art and a Blender 3d star map; see [Independent Achievements](#)
- Using a system I had already designed for *Dominion: The Red Shores*, build and curate game rules, individual and group storylines, and a PHP website character tracking engine for *Vanguard Steampunk Fantasy LARP*; see [Independent Achievements](#)
- Build various small business websites for local entrepreneurs, providing them with tools and instructions on how to administer eCommerce modules, change content, etc., so that contracts are concluded in a few months with only occasional requests for larger changes
- Complete several Upwork contracts, notably ghost writing a British SciFi novel and consulting on rules and content for a Ukrainian game company seeking to enable live-action play to crossover with characters that already could be played in other formats, i.e., tabletop and card game play

McKesson Corporation [Healthcare Software]

Software and Tools Expert: Implementation Cycle [Oct '10–Apr '14; Remote]

- Slashed the wait time between customer contract signing and on-site go-live from 3 years to 6 months without loss of integrity

Responsibilities:

- Administer over 2,000 SharePoint customer project sites to promote accuracy of inventory and future sales targets
- Design SharePoint lists for continuity, normalization, and easiest views for metadata-heavy items
- Interview SMEs to produce video courses for process changes and to foster stronger familiarity with installations
- Utilize Lean Six Sigma and DACUM techniques to guarantee accurate certification content, including ARRA-compliant data flows

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Professional Experience (Continued)

McKesson Corporation [Healthcare Software]

Software and Tools Expert: On-Boarding [Apr '10–Oct '10; Remote]

- Smoothed onboarding with role-dependent automated tracking of software installation packages

Responsibilities:

- Poll SMEs at all levels of the org chart to determine most used and effective applications by position, thereby diminishing overall license costs
- Interface with corporate IT to develop high-level Windows Post-Install (WPI) licensing profiles across all business units (30,000+ employees)

Independent Achievements

Vampire: The Masquerade Reawakened [Skyrim Video Game Mod]

Creative Director; [Sep '21–Present; Remote/Discord]

- Craft video game content in White Wolf's *World of Darkness* (WoD) to reproduce the original *V:TM Redemption* Y2K title

Responsibilities:

- Second-in-command for the entire project; server moderation; marketing; trailer scripts; met with IP stakeholders and legal counsel as needed
- General: Scene/character-specific music direction; model direction; map design; manuals; mechanics balancing; playtesting, load screens creation
- Lore Dept.: Ensure lore adheres to the WoD setting and that all assets have a look and feel consistent with the original title and theme
- Writing Dept.: Edit existing quests and craft new quests; organize writers to ensure story continuity using an Agile-style approach to deadlines
- Voice Acting Dept.: Review auditions to cast roles native to [Prague/Vienna/London/NYC] to guarantee authentic accents while adhering to canon

To the Echo of Beating Wings [Science Fiction Book Series]

Author; World Builder [Apr '15–Present; Durham, NC]

- Published a novel mirroring the Fall of the Western Roman Empire and the Arthurian Romances in an epic space setting

Responsibilities:

- Conceive races, character profiles, ships, planets, and events reflecting the salient points of the four acknowledged British Romances
- Using believable physics and relatable characters, write an ongoing, interwoven plot to reflect the resulting composite story
- Design a 3d rotating star map in Blender reflecting created worlds and star systems and their positions relative to the narrative
- Self-publish two installments of the first novel, *King Tiger*, on Amazon Kindle Direct Publishing

Vanguard Steampunk Fantasy [Live-Action Role Playing Game]

Story Lead; Head of Logistics; Webmaster [June '14–Jan '18; Lenoir, NC]

- Assisted in plot writing, character development, website administration, safety, staging, and logistical solutions

Responsibilities:

- Empower scores of players and staff with a customized PHP character and crafting tracking engine
- Back-end user, content, and SEO administration, including regular backups and solving user and owner issues
- Brainstorm heroic story lines, creating solvable puzzles and interpersonal conflict to entertain hundreds of players in episodic fashion
- Solve logistical issues for resource shortages, transport, rules mechanics, safe simulation of combat effects, and suspension of disbelief

Vicarious Games [Game Publisher]

Owner; Lead Game Designer [Jan '05–Present; Durham, NC]

- Published an open-ended scalable mystery dinner theater game for use in venues of all sizes:

An Evening on the Jaded Dragon Hotel Riverboat Casino

Responsibilities:

- Create themed branding and apply it to manuals, stationery, décor, including historical logos and borders
- Adjust game mechanics over time based on player feedback
- Draw by hand and edit in GIMP the cover art, standardizing for use across multiple sets
- Release five scaled sets in print-on-demand format

Dominion: The Red Shores [Dark Fantasy Live-Action Role Playing Game]

Design Lead; Story Lead; World Builder; Webmaster [Sept '07–Sept '14; Raleigh, NC]

- Conceived, designed, implemented, marketed, and evolved a Live-Action Role Playing of my own design

Responsibilities:

- Build a world complete with detailed maps, races and their specific traditions, political terrain, and an online economy
- Author and publish a player manual with style and branding to match the website; track annual revisions and update both as rules evolved
- Administer all business aspects of bringing the game to life: incorporation, finances, insurance, property rentals, legal disclaimers, etc.
- Market to local and regional fandom demographics, businesses, and conventions to grow the player base
- All roles and responsibilities listed in Vanguard Steampunk Fantasy (q.v.)

Courses and Certifications

- Annual HIPAA compliance training for 10 years
- Completed Lean Six Sigma Yellow Belt course
- Customer Experience Training/Beyond Philosophy
- American Red Cross Shelter Management/Tarboro RCC
- Leadership Training/NextGen Center RTP

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Skills

Operating Systems

- Citrix MetaFrame XP (s/a/e); Presentation Server 3.x, 4.x; Citrix MetaFrame 1.8; Citrix WinFrame 1.6, 1.7
- Windows 2003 Server (Standard and Enterprise Editions)
- Windows 2000 (Professional, Server, and Advanced Server, including Terminal Services)
- Novell NetWare 3.x-6.x; Clients for same
- Windows 3.x, 95, 98/98SE, NT 4.0 (Server, Terminal Server, and Workstation)
- Windows XP (Professional and Home); Windows ME; Windows CE; Windows 7 Pro
- MS DOS 2.x, 3.x, 5.x, 6.x; IBM PC DOS 6.x, 7.0; OS/2
- Macintosh OS9 and OSX (BSD)

Databases

- Oracle 8.0.5, 8.0.6-8.1.7, 9i-9.2, 10.x Server and Client Tools
- Microsoft SQL Server 7.0, 2000, 2005, 2008 Server and Client Tools
- Btrieve 6.15.x, Pervasive.SQL 7.x (including 2000i), 8.x, 9.x, 10.x and Client Tools
- MySQL 3.x+ and phpMyAdmin

Software

[administer]

- MS IIS 5.0; Tomcat Apache; Java Web Server (JBoss) 3.x; HubSpot; Webflow
- MS Sharepoint 2007, 2010; Knova; SocialText; Atlassian Confluence and Jira; MediaWiki; GitHub; SourceForge
- Symantec Ghost 6.5 and 7.0 Imaging; Altiris Imaging
- VMWare; Nfuse for MetaFrame XP; Citrix Secure Gateway; Cisco VPN Clients; WPI Installer for XP
- Veritas BackupExec Multi-Server with Open Option Suite
- FileZilla, MS Live Meeting and Communicator 2007; PCAnywhere 8.0-10.0; Reachout; WS FTP Pro 95+; Secure Shell SSH

[report/edit]

- MS Office 97, 2000, XP, 2007, 2010 Professional Suites; OpenOffice/LibreOffice Suites
- Adobe PhotoShop 4.x-10.x; Adobe Illustrator 9.x-10.x; Adobe FrameMaker 7.0-10.0; Adobe Distiller 5.0+
- Quark Express 6.x for Mac and Windows
- MS Project and Project Central Server 2000, 2002, 2008, 2010; Vantive Systems 8.0
- ANSOS/One-Staff v.11.x-17.x, 2.x; ORSOS/One-Call v8.5.1-10.x
- QuestionMark Authoring Manager, QuestionMark Live; Camtasia
- Seagate Crystal Reports 7.0, 8.5, 10.x, XI

[develop]

- DocuSaurus; Read.Me; Wordpress; Joomla!; MediaWiki; HubSpot; WebFlow [CAPTCHA, eCommerce, community, blogs, SEO]
- phpBB 2+; Simple Machines Forums; php-Nuke and NukeCops 6.5+; various modules for each
- Java Runtime Environment (JRE+SDK) 1.3.x, 1.4.x; JDBC; ODBC
- Atlassian Confluence+Jira; git(-Hub/-Lab), Various IDEs, various MySQL RDBMS UIs

Hardware

- Processors starting with PS/2 and Legacy IBM clones; ending with current Intel processors
- Various Dell deck servers scaled for web, thin-client, storage, document/code versioning, and databases
- HP, LexMark, Canon, Epson printers ranging from compact/desktop to larger/floor models
- WYSE and similar terminals
- Snap SAN drive solutions
- Various hubs, switches and routers
- KVMs, UPSs and their batteries

Languages

SQL (ANSII, T-SQL, PL-SQL, MySQL), CSS, PHP4/5, HTML4/5, some JavaScript, some HUBL, JQL
Fluent English; passing Italian and Spanish; basic German; strong Latin and Greek roots
Currently studying [Galifreyan](#)

Protocols

HTTP, FTP, TCP/IP, RDP, UDP, ICA, FIDO2/MFA

A. Khedron de León
is powered by coffee



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