

Nóirín Plunkett

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Personal Statement

I am passionate about Open Source, community development, documentation, and communication. I'm at my best when I'm teaching people about the things I love, facilitating individuals and groups in learning how to do things for themselves, and generally connecting people with knowledge and information.

Employment

Technical Writer, Google

Aug 2008 - Aug 2011

- Document internal and external APIs and products, including:
 - [Google Chart API](#)
 - [Authentication and Authorization for Google APIs](#)
 - [Google Base Help](#)
- Support engineers in writing of all kinds, such as:
 - Announcements (via email and blog posts)
 - Product plans
 - UI text
 - Conceptual documentation of new designs and features
 - Reference and API documentation
- Work with software engineers, product managers, and support teams to ensure that end-user documentation is clear and user-friendly
- Work with operations teams to ensure that complex technical information is communicated internally in a well-organized and accurate manner
- Provide an engineering perspective and background to other technical writers, and mentor writers in technical and open source efforts

Conference Lead, ApacheCon EU

Sept 2007 - April 2009

- Led the organisation of ApacheCon EU for the 2008 and 2009 conferences.
- Co-ordinated all activities for the organisation of the conference
- Issued Call for Papers and oversaw talk selection
- Oversaw speaker travel and reimbursement
- Worked with PR and Sponsorship teams to ensure adequate technical detail and focus
- Liaised with media and managed volunteers, before and during the events

Technical Librarian, Joost

Sept 2007 - June 2008

- Managed documentation and information publishing for the client engineering team
- Created and maintained inter-departmental documentation, trained engineers in creating internal documentation
- Took on other tasks as necessary, including taking ownership of wiki and bug-tracking software to ensure engineers could get their work done more easily
- Interfaced between business and engineering teams, including collection & integration of status reports

IT Consultant/System Administrator, Zoology Dept, TCD

June 2006 - Aug 2008

- Administered and maintained IT systems for a research group working in conjunction with the University of Edinburgh
- Provided end user support and liaison with the IT team in Edinburgh
- Consulted on development of new systems, both hardware and software
- Installed and customised these systems

Language Assistant, Multimedia Language Lab, Ludwig Maximilians Universität

May 2006 - August 2006

- Managed technical aspects of the multimedia programme.
- Assisted learners in improving fluency and expressiveness in written & spoken English

Localisation Engineer, Office Online, Microsoft

July 2004 - October 2005

- Developed processes for management of external links from office.microsoft.com
- Trained local, US & Japanese teams, and external vendors to maintain external links
- Managed and maintained market-specific content from subsidiary offices globally
- Automated and outsourced the maintenance of market-specific content

Achievements

Technology:

- Executive Vice President of the Apache Software Foundation
- Project Management Committee member at the ASF, including:
 - Community Development
 - Conferences
 - httpd
 - Incubator
 - Infrastructure
 - Publicity
- Director, Open Cloud Initiative
- Technical reviewer for several books & publications related to the Apache webserver
- Organizer of tech events from a regular series of talks to working retreats
- Keynote speaker at OSDC 2010 and Open World Forum
- Speaker, including at linux.conf.au, OSCON, ApacheCon, BarCamps on 3 continents!

Education:

- B.A. Mod (Hons) in Computer Science, Linguistics & German, First Class Honours
- Gold Medallist, Trinity College Dublin
- Erasmus Scholar, Ludwig Maximilians Universität, September 2005 - July 2006
- Research Assistant, MIT Media Lab Europe, February - June 2003
- Research Assistant, Maths Dept, TCD, June - August 2003

Extracurricular:

- St John Ambulance Brigade volunteer, Emergency Medical First Responder
- First aid demonstrator
- Grade IV (Distinction) in Irish Harp
- Grade V (Distinction) in Piano, Grade V in Music Theory
- Grade VI (Merit) in Concert Harp
- Keen swing dancer