Daniel Pizappi

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Technical Documentation Engineer with nearly four years in software documentation and more than a decade of experience teaching writing. I draw on that teaching experience to anticipate readers' questions, break down complex procedures, and write for audiences with different levels of technical expertise.

Experience

iXsystems DBA TrueNAS

Technical Documentation Engineer II | April 2025–Present
Technical Documentation Engineer I | May 2023–March 2025

- Completed hundreds of documentation projects on storage, networking, virtualization, and security, including tutorials, how-to guides, reference materials, and release notes.
- Work with software engineers, QA testers, and other subject-matter experts to verify product behavior, test procedures, and translate specifications and code into guidance for readers with different levels of technical expertise.
- Maintain docs-as-code infrastructure with GitHub, Hugo, and Jenkins. Consolidated per-version publishing jobs into one Jenkins pipeline that discovers and builds 12 version branches.
- Build AI-assisted workflows for release notes and UI reference updates, and develop Claude skills for drafting, editing, and style guide checks.
- Automate application catalog documentation with scripts that generate pages from repository metadata as new apps are added.

Grist: A Journal of the Literary Arts | University of Tennessee, Knoxville
Managing Editor | 2017–2020

- Reviewed and selected submissions for publication and worked with authors and fellow editors to revise manuscripts.
- Managed the publication schedule and coordinated with editors, designers, and the publisher from manuscript through production and release.

Skills

Writing and content | Technical writing and editing, information architecture, knowledge base management, release documentation

Authoring and publishing | Docs as code, Markdown, Hugo, LaTeX (Overleaf), Adobe Creative Cloud, DITA (hardware documentation pilot)

Version control and automation | Git, GitHub, Jenkins, Python, JavaScript, HTML/CSS, Claude

Writing Instruction

University of Tennessee, Knoxville | Postdoctoral Lecturer, 2022–2023; Graduate Teaching Associate, 2016–2022

SUNY New Paltz | Instructor of Record and Writing Tutor, 2014–2015

Taught composition and workplace writing, designed writing assignments, and mentored new graduate instructors.

Leadership and Service

Elizabeth Madox Roberts Society | Board Member, 2023–Present; President, 2021–2023

Led board planning and oversaw the budget and conference planning during the presidency.

Education

PhD, English | University of Tennessee, Knoxville, 2022

MA, English | SUNY New Paltz, 2015

BA, English and History | SUNY New Paltz, 2012