

And then there's also Tech writing

A story of the coincidence that became my career

Nicklas Kelly Austad, Senior Language and Localization
Specialist at KMD WorkZone





Nicklas Kelly Austad

- Lover of languages, Dnd, and fugly knitting
- 34 years of age, living in Rødovre with Elin and Bjørn

Timeline

- **2012:** Started studying English at KUA
- **2016:** Got a student assistant job in KMD Language Services
- **2019:** Offered full time position at KMD WorkZone

KMD A/S

- Danish tech company est. 1972
- Delivers digital solutions and services to public and private sector
- Lost monopoly on Danish IT in 2009
- Acquired by Japanese NEC in 2019

KMD WorkZone

- Elektronisk Sags- og dokumenthåndtering (ESDH/EIM)
- Acquired by KMD in 2015
- Expanded to the municipal market
- Trying to land international customers



- User Experience (UX)
- Localization project management
- Technical documentation
- Release notes
- Copy writing

User Experience (UX)



Developing and enforcing style guide and terminology, ensuring consistency and usability.



Why I love it

Fulfilling to make a user-friendly solution

Nitty gritty detail stuff

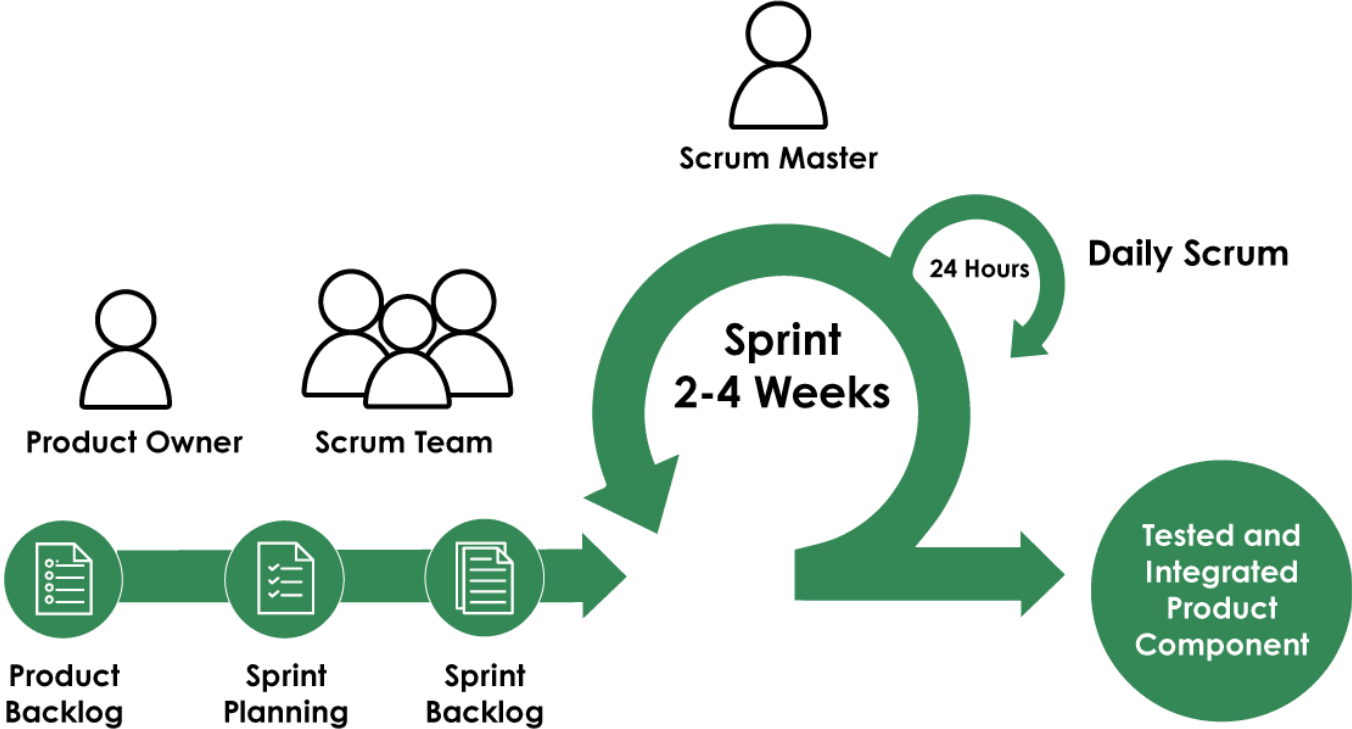


Why I hate it

Too many chefs in the kitchen

Nitty gritty detail stuff

What is SCRUM?



Localization project management



Provide translated and localized versions of UI texts and documentation to Tier 1 and Tier 2 languages



Why I love it

The closest I get to doing math
Improving and implementing
workflows feels great when it works



Why I hate it

“Oh, does translation also take time”
“Can’t we just use AI”

American English en_US COPY ⓘ ⋮ 1/1 by Localazy Importer 3 months ago da

The digest is correct. Fordøjelsen er korrekt.

translation-en.json --- 634 remaining

option.annotationColor.StrokeColor

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Stroke Slagtilfælde

American English en_US COPY ⓘ ⋮ 1/1 by Localazy Importer

Bold Dristig

Technical documentation



Write documentation based on feedback from development teams



Why I love it

Translating from Developerese to Human

I feel like Sherlock Holmes



Why I hate it

Translating from Developerese to Human

I feel like Sherlock Holmes

Seneste dokumenter

<input type="checkbox"/>	Oprettet	Titel	Dokumentnummer	Sagsbehandler	Dokumentgruppe	Dokumenttype	Sagsnummer	Ajourført
<input type="checkbox"/> 📄 ☆	12/08/2025	Test Recipe	633	XNY, Nicklas Kelly A...		Dokument	25-00.01.00/14	12/08/2025

Viser 1 element

Seneste sager

<input type="checkbox"/>	Oprettet	Titel	Sagsbehandler	Primær part	Sagsnummer
<input type="checkbox"/> 📁 ☆	12/08/2025	SmartPost test	XNY, Nicklas Kelly A...		25-00.01.00/14
> <input type="checkbox"/> 📁 ☆	18/03/2025	Samlesag til overordnet projekt (SLW)	SLW, Susanne Lade...		25-00.01.00/3
<input type="checkbox"/> 📁 ☆	05/08/2025	Skrivebord - XNY	XNY, Nicklas Kelly A...		SJ-STD-XNY

Opret Standardsag

Titel *

Beskrivelse

Sagsbehandler * XNY, Nicklas Kelly Austad

Ansvarlig enhed *

Udøvende enhed *

KLE *

Handlingsfacet *

Bevaringskode * K5, 5 år

Følsomhed *

Gem **Annuller**

Release notes



Communicate new and important features and changes to customers



Why I love it

Due diligence (also contractual)
I actually know that people read these



Why I hate it

“Oh... We implemented that six months ago. Should we have told you?”
Mistakes can be expensive

Copy writing



Managing the KMD WorkZone LinkedIn profile and editor of our customer newsletter



Why I love it

I get to use adjectives



Why I hate it

So many rules
So many opinions