

Lauren E. Conrad
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Portfolio: <http://www.laureneconrad.com>

Work Experience

Technical Writer July 2016 - September 2018
Media Radar New York, NY

- Established company-wide documentation style guide
- Wrote 75+ new documents about collecting and managing data within the media industry
- Crafted 300+ word glossary defining company and industry-specific terms
- Reduced training time on Data Intake Team from 7 weeks to 4 weeks

Technical Writer - One Month Contract May 2016 - June 2016
Success Academy Charter Schools New York, NY

- Wrote and edited user guide for educational software
- Wrote feature-based documentation for 106 software modules
- Tested accuracy on 60 help articles

Technical Writer - Intern and Contributor December 2015 - March 2016
Mozilla Remote

- Built training site to teach new technical writers how to write articles
- Wrote 30 support articles on Firefox Hello video chat feature, Firefox for iOS app, and more
- Researched and added HTML/CSS code samples to Mozilla Create a New Article feature
- Created marketing materials such as infographics and email copy

Education

Tech Comm 101 Class July - August 2015
Society for Technical Communications Remote

- Developed technical communication skills
- Adapted writing style for documentation
- Wrote procedures and definitions

Purchase College - State University of New York Graduated May 2015
Bachelor of Arts
Majors: Creative Writing and History
Graduated Cum Laude

Skills

- **Softwares:** Advanced Features in Microsoft Word, Excel, Snagit, InDesign, Camtasia, Final Cut Pro
- **Web:** WordPress, Wix, HTML, CSS, SEO, Google Drive
- **Other:** Command Line System, XML