

LAUREN E CONRAD

TECHNICAL WRITER

PORTFOLIO: www.laureneconrad.com

SKILLS

- XML
- Oxygen
- DITA
- HTML
- Peer Editing
- WordPress
- Slack
- Google Drive
- Trello
- Zoom Video Conferencing
- Dropbox

PROFILE

With 3+ years of experience as a technical writer, I can make challenging, complex ideas, concepts, and tasks understandable and appealing to diverse audiences.

CONTACT

laurenconrad1993@gmail.com
914-417-1971

EXPERIENCE

Technical Writer - Contract

Rokkan

Remote | October 2018 - Present

- Write help articles for QuickBooks
- Use WordPress and HTML to create reusable content
- Speed up writing project at ad agency

Technical Writer

MediaRadar

New York, NY | July 2016 - Sept 2018

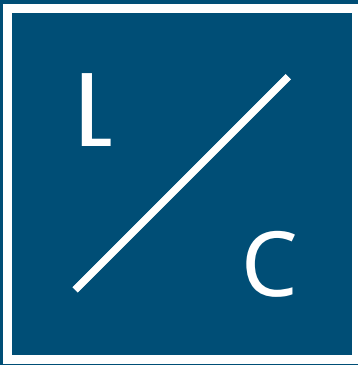
- Established company-wide documentation style guide
- Wrote 75+ new documents about collecting and managing data within the media industry
- Crafted 300+ word glossary defining company and industry-specific terms
- Reduced training time on Data Intake Team from 7 weeks to 4 weeks

Technical Writer - Contract

Success Academy Charter Schools

New York, NY | May 2016 - June 2016

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



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TECHNICAL WRITER

TESTIMONIALS

If you're looking for a great writer who can dive into complex and dynamic projects even with vague instructions, I highly recommend Lauren. - Joni Savage

Lauren's work product and ideas played a critical role in transforming the way our department uses internal documentation. She took pride in her work and put a large stamp on our company. - Emily Hirsch

PERSONAL INTERESTS

- Wrote two complete historical novels
- Love theater

Technical Writer - Intern & Contributor

Mozilla

Remote | Dec 2015 - March 2016

- 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 & PROFESSIONAL DEVELOPMENT

Tech Comm 101 Class

Society for Technical Communications

Remote | July 2015 - August 2015

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

Purchase College - State University of New York

Purchase, New York | August 2011 - May 2015

- Graduated Cum Laude
- Bachelor of Arts
- Majored in Creative Writing and History