



LAUREN E CONRAD

TECHNICAL WRITER

PORTFOLIO: www.laureneconrad.com

PROFILE

As a dedicated technical writer with 3+ years of experience, I can create high-quality content that conveys technical concepts in a voice and style that is understandable to any audience.

SKILLS

- WordPress CMS
- Google Apps
- HTML/CSS
- XML
- Microsoft Word
Advanced Features
- User Documentation
- Video Tutorials
- Slack
- Trello
- Infographics
- Flow Charts
- Blog Posts

EDUCATION

Purchase College - State
University of New York
Graduated Cum Laude, 2015
Bachelor of Arts in
Creative Writing and History

CONTACT

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914-417-1971

EXPERIENCE

Technical Writer - Contract

Rokkan

New York, NY | Oct 2018 - Present

- Write help articles for QuickBooks
- Create library of reusable sentences for use in help articles
- Use WordPress CMS and HTML/CSS to create 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
- Designed flow charts, decision trees, and infographics

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

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
- Produced video tutorials