

**Lauren E. Conrad**  
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### 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.

### Work Experience

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| <b>Technical Writer</b><br>National Debt Relief   | April 2019 - Present<br>New York, NY  |
| <b>Technical Writer - Contract</b><br>Rokkan  | Oct 2018 – Jan 2019<br>New York, NY   |
| <ul style="list-style-type: none"><li>• Wrote help articles for QuickBooks</li><li>• Created library of reusable sentences for use in help articles</li><li>• Used WordPress CMS and HTML/CSS to create content</li><li>• Sped up writing project at ad agency</li></ul>  |                                       |
| <b>Technical Writer</b><br>MediaRadar   | July 2016 – Sept 2018<br>New York, NY |
| <ul style="list-style-type: none"><li>• Established company-wide documentation style guide</li><li>• Wrote 75+ new documents about collecting and managing data within the media industry</li><li>• Crafted 300+ word glossary defining company and industry- specific terms</li><li>• Reduced training time on Data Intake Team from 7 weeks to 4 weeks</li><li>• Designed flow charts, decision trees, and infographics</li></ul>         |                                       |
| <b>Technical Writer - Contract</b><br>Success Academy Charter Schools   | May 2016 – June 2016<br>New York, NY  |
| <ul style="list-style-type: none"><li>• Wrote and edited user guide for educational software</li><li>• Wrote feature-based documentation for 106 software modules</li><li>• Tested accuracy on 60 help articles</li></ul>   |                                       |
| <b>Technical Writer - Intern</b><br>Mozilla   | December 2015 - March 2016<br>Remote  |
| <ul style="list-style-type: none"><li>• Built training site to teach new technical writers how to write articles</li><li>• Wrote 30 support articles on Firefox Hello video chat feature, Firefox for iOS app, and more</li><li>• Created videos tutorials</li><li>• Researched and added HTML/CSS code samples to Mozilla Create a New Article feature</li><li>• Created marketing materials such as infographics and email copy</li></ul> |                                       |

### Skills

- **Software:** Microsoft Word Advanced Features, Slack, Trello, Wrike, Camtasia, Final Cut Pro, SmartDraw
- **Markup Languages:** HTML, CSS, XML
- **Web:** Google Drive, WordPress, Wix
- **Abilities:** User Documentation, Video Tutorials, Infographics, Flow Charts, Blog Posts

### Education

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