

laurenconrad1993@gmail.com  
914-417-1971  
<https://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.

## Work Experience

**Technical Writer** (not the right fit, but a fantastic learning experience) April 2019 - Present  
National Debt Relief New York, NY

- Wrote 30+ documents on Sales team's policies and procedures
- Interviewed SME's to understand and document complex Excel formulas
- Became fluent in MadCap Flare and JIRA

**Technical Writer - Contract** Oct 2018 – Jan 2019  
Rokkan New York, NY

- Wrote help articles for QuickBooks
- Created library of reusable sentences for use in help articles
- Used WordPress CMS and HTML/CSS to create content
- Sped up writing project at ad agency

**Technical Writer** July 2016 – Sept 2018  
MediaRadar 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
- Designed flow charts, decision trees, and infographics

**Technical Writer - 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** 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
- Created videos tutorials
- Researched and added HTML/CSS code samples to Mozilla Create a New Article feature
- Created marketing materials such as infographics and email copy

## Skills

- **Software:** MadCap Flare, MadCap Capture, JIRA, 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

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