

LAUREN E. CONRAD
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PROFILE

As a dedicated technical writer with 3+ years of professional experience, I create high-quality content that conveys technical concepts in a voice and style that is understandable to any audience. My documentation has reduced training time, helped customers understand products, and enabled others to write further documentation more easily.

WORK EXPERIENCE

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| Technical Writer
National Debt Relief, LLC | April 2019 – June 2019
New York, NY |
| <ul style="list-style-type: none">• Wrote 30+ documents on Sales team's tasks, which streamlined onboarding for new Sales team members• Interviewed SME's to understand and document complex Excel formulas to enhance content and clarity• Became fluent in MadCap Flare and JIRA | |
| Technical Writer (Contract)
Rokkan Media, LLC | Oct 2018 – Jan 2019
New York, NY |
| <ul style="list-style-type: none">• Wrote 10+ help articles for QuickBooks that enabled customers to understand software• Created library of 300+ reusable sentences for use in help articles to enable product team to streamline their document-writing process• Used WordPress CMS and HTML/CSS to create written and visual content | |
| Technical Writer
MediaRadar, Inc | July 2016 – Sept 2018
New York, NY |
| <ul style="list-style-type: none">• Wrote 75+ training documents, which reduced onboarding time on Data Intake Team from 7 weeks to 4 weeks• Crafted 300+ word glossary that enabled new VPs and department heads to get acclimated to the company more easily and efficiently• Established company-wide documentation style guide that streamlined document writing-process• Designed flow charts, decision trees, and infographics to enhance understanding of complex processes | |
| Technical Writer (Contract)
Success Academy Charter Schools | May 2016 – June 2016
New York, NY |
| <ul style="list-style-type: none">• Wrote and edited user guide for educational software, which helped teachers learn new program• Wrote feature-based documentation for 106 software modules• Tested accuracy on 60 help articles, which ensured that current documents were up to date | |
| Technical Writer (Intern)
Mozilla Corporation | December 2015 – March 2016
Remote |
| <ul style="list-style-type: none">• Designed and created 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 video tutorials to show new employees how to use Mozilla Create a New Article feature• Researched and added UX tool tips to Mozilla Create a New Article feature• Created marketing materials including infographics and email copy to recruit new volunteers for the organization | |

SKILLS

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- **Software:** MadCap Flare, MadCap Capture, JIRA, Slack, Trello, Wrike, SmartDraw, Camtasia, Final Cut Pro
 - **Markup Languages:** HTML, CSS, XML
 - **Web:** Google Drive, WordPress, Wix
 - **Abilities:** Video Tutorials, Infographics, Flow Charts, Blog Posts, Scrum Methodology

EDUCATION

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