

**LAUREN E. CONRAD**  
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## PROFILE

As a dedicated technical writer with 4 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.

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## WORK EXPERIENCE

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### Technical Writer Casebook

**Sept 2019 – Present**  
**New York, NY**

- Establish documentation knowledge base
- Write end-user facing product documentation
- Interview SMEs to understand software, users' needs, and company's mission
- Write developer-facing API documentation
- Draft UX copy for apps

### Technical Writer National Debt Relief, LLC

**April 2019 – June 2019**  
**New York, NY**

- 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**  
**Remote**

- 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**

- 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)****May 2016 – June 2016****Success Academy Charter Schools****New York, NY**

- 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)****Dec 2015 – March 2016****Mozilla Corporation****Remote**

- 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

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**SKILLS**

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

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**EDUCATION**

**Purchase College - State University of New York**  
2015 Bachelor of Arts  
History

Graduated Cum Laude in May  
**Majors:** Creative Writing and