

**LAUREN E. CONRAD**  
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## PROFILE

As a dedicated technical writer with 5 years of experience, I create high-quality content that conveys technical concepts in a voice and style that is understandable to any audience. My documentation has helped sell software, onboard new customers, and reduce internal training time.

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## SKILLS

- **Software:** WordPress (Expert), MadCap Flare, GitHub, Command Line, Atlassian, Google Drive, Adobe FrameMaker, Sublime Text, Slack, Trello, Zoom, Wrike, AWS, Dropbox, Canva, Pivotal Tracker, Zendesk, Camtasia, Final Cut Pro
- **Markup Languages:** HTML, CSS, Markdown, XML
- **Abilities:** API documentation, Agile methodology, Video Tutorials, Project Management, UX copy, Infographics, Release notes, Flow Charts

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## WORK EXPERIENCE

**Technical Writer**  
**MURAL**

**Sept 2020 – Present**  
**Remote**

- About to begin the job

**Technical Writer (Contract)**  
**Windval Technologies**

**July 2020**  
**Remote**

- Wrote and edited API documentation
- Helped implement voting software to be used in North Dakota elections

**Technical Writer**  
**Casebook PBC**

**Sept 2019 – May 2020**  
**New York, NY**

- Built the knowledge base, designing its graphic layout and writing 50+ end-user facing help articles, to help sell the product to many new customers
- Created training videos to onboard users
- Wrote UX copy for apps to help customers navigate the user interface
- Wrote weekly release notes to inform customers of new product features
- Wrote API documentation

**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
- Became fluent in MadCap Flare

**Technical Writer (Contract)**  
**Rokkan Media, LLC**

**Oct 2018 – Jan 2019**  
**New York, NY**

- 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 the 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 the document writing-process
- Designed flow charts, decision trees, and infographics

**Technical Writer (Contract)**  
**Success Academy Charter Schools**

**May 2016 – June 2016**  
**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)**  
**Mozilla**

**Dec 2015 – March 2016**  
**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 educate new employees on 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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**EDUCATION**

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

Graduated Cum Laude in May 2015  
**Majors:** Creative Writing & History