

Abigail Stringham

Technical Writer



CONTACT INFORMATION:

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SKILLS:

Technical Documentation, User Experience, API Documentation, Problem Solving, Communication, HTML, HTML5, CSS, Video Editing, UX Writing, DITA, Collaboration, Critical Thinking, Research, Agile & SCRUM Methodologies

TOOLS:

Madcap Flare, Madcap Central, Zendesk Guide, Chameleon, Whatfix, Snagit, Camtasia, Jira, Confluence, Github, Sharepoint, Google Analytics, Microsoft Office Suite, Adobe Technical Communication Suite

EDUCATION:

Bachelor of Arts in English with Concentrations in Creative Writing, Minor in Communication Studies

Huntingdon College, 2016

REFERENCES:

Available upon request.

PROFESSIONAL SUMMARY:

Knowledgeable Technical Writer with 8 years of experience in the SaaS industry with a passion for enhancing user experience. Experience in creating comprehensive and engaging content for both technical and non-technical audiences. Proven ability in developing interactive tours, tutorials, and supporting a range of products, including generative AI features, mobile apps, and hardware tools. A dedicated, life-long learner, seeking to continuously refine skills and stay updated with industry trends.

WORK EXPERIENCE:

Technical Writer

Degreed Inc., Pleasanton, CA (Remote)

September 2021 - August 2024

- Analyzed and revised existing documentation to close information gaps, optimize workflows, and enhance the user experience.
- Collaborated as a technical writer for the API Developer site, contributing to content development and maintenance.
- Utilized a Digital Adoption Platform tool to design and implement interactive tours and walkthroughs, facilitating user onboarding and feature adoption.
- Partnered with client enablement and design team to improve user experiences by reviewing actionable feedback and providing solutions to client pain points.
- Coordinated with engineering and product teams to complete UX writing tasks for various areas of the product.

Technical Writer II

Command Alkon, Birmingham, AL

August 2016 - September 2021

- Worked with internal teams to obtain an in-depth understanding of developing product features to determine documentation requirements.
- Implemented a new process for managing and reviewing release documentation that increased efficiency for both writers and product managers.
- Assisted in the development of a new API Developer Portal, ensuring accurate and timely documentation as new APIs were created.
- Collaborated with other writers to create and maintain a style guide to establish consistency in style and tone for content deliverables across various products.
- Analyzed existing content, focusing on single-sourcing opportunities for future documentation projects.