

## **ABIGAIL WING**

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## **PROFESSIONAL EXPERIENCE**

### **Technical Writer**

KVH Industries, Inc., Middletown, RI, July 2023 – Present

- Produced 20+ deliverables for new antenna system, including installation and quick start guides, online help, and video content, enhancing user experience amid frequent product changes
- Co-developed 17 advanced field replaceable unit (FRU) instructions for TracNet H-Series antenna product line, reducing repair time for field technicians
- Authored standalone API documentation tailored to customer needs, enhancing developer experience and fostering stronger client relationships
- Created and updated SOPs for field service department, developing training content in Skilljar to enhance awareness of internal procedures
- Completed new product documentation for rebranded FM60-VSAT antenna system, meeting tight deadlines and ensuring clear resources for third-party resellers
- Collaborated with engineering SMEs in Agile Scrum environment to produce technical documentation, accelerating content development and release cycles

### **Teaching Assistant, HTML/CSS**

University of Massachusetts Amherst, Amherst, MA, February 2023 – May 2023

- Provided individualized support to 19 students during office hours, improving comprehension of HTML/CSS concepts and increasing assignment scores
- Evaluated weekly assignments and provided feedback to strengthen coding skills, leading to improved student performance
- Published clear, concise class notes on WordPress website, enhancing access to resources

### **IT Communications Intern**

University of Massachusetts Amherst IT Communications, Amherst, MA, January 2022 – May 2023

- Prepared comprehensive FAQs for Microsoft Teams Calling, reducing staff confusion during campus-wide transition from legacy calling system
- Revised UI text for JoinNow app using Figma prototypes, refining app user experience
- Designed quick start guides for Zoom Rooms, minimizing setup time for instructors and students

### **Honors College Student Ambassador**

University of Massachusetts Amherst Honors College, Amherst, MA, August 2021 – May 2023

- Delivered engaging information sessions for prospective students, addressing questions and enhancing understanding of Honors College experience to bolster recruitment efforts
- Provided exceptional customer service at front desk, resolving inquiries via email and phone, promoting positive experience for prospective students and visitors

## Writing Tutor

University of Massachusetts Amherst Writing Center, Amherst, MA, September 2020 – May 2023

- Assisted 300+ students with writing projects in one-on-one sessions, fostering student confidence and strengthening writing proficiency
- Facilitated training workshop on Word for 40+ tutors, equipping them with actionable strategies to enhance collaboration in tutoring sessions
- Conducted 10+ informational class presentations, raising awareness of Writing Center services

## Editor-in-Chief

The Scribe Literary Magazine, Amherst, MA, September 2019 – May 2023

- Led production of two annual editions of student-run literary magazine, elevating publication quality using Canva and WordPress
- Promoted magazine on Instagram, increasing campus engagement and expanding readership
- Delegated tasks to 10+ team members, leading to efficient deadline completion

## Technical Publications Intern

Hewlett Packard Enterprise, Remote, June 2022 – September 2022

- Presented accessibility project to 100+ employees at company intern fair, raising awareness of accessibility issues
- Edited and published DITA-based documents using Oxygen XML Editor, enabling content reusability and consistency
- Authored internal Confluence guides for technical writers on accessible documentation practices, ensuring compliance with accessibility standards

## EDUCATION

### University of Massachusetts Amherst

- Bachelor of Arts, Commonwealth Honors College, GPA: 4.0 (May 2023)
- Majors: English, History
- Minors: Information Technology (IT), French
- Certificate: Professional Writing and Technical Communication (PWTC)

## RESEARCH

### Honors Thesis: *Disrupting Stereotypes: A Usability Report on Inclusive Design for Invisible Disabilities, including ADHD and Anxiety*

University of Massachusetts Amherst, Amherst, MA, September 2022 – May 2023

- Conducted usability testing with six participants, identifying gaps in campus web design and providing actionable recommendations in 32-page report
- Developed participant personas using Figma, helping contextualize findings and support inclusive design strategies

## SKILLS

- **Technical Writing Tools:** Adobe Suite, MadCap Flare, Microsoft Office Suite, Camtasia, Skilljar
- **Programming/Markup Languages:** HTML/CSS, Java, Python, DITA
- **Collaboration/Project Management Tools:** Jira, Confluence, Workfront, SharePoint
- **Design/Usability:** Figma, Canva, UX Design, Usability Testing