ABIGAIL WING
abigailwing2@gmail.com, 978-992-7378, North Kingstown, RI

PROFESSIONAL EXPERIENCE

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

- Led documentation for new antenna system, creating 20+ deliverables, including installation guides, quick start guides, online help, and GUI highlight videos
- Collaborated with technical trainer to develop 17 advanced field replaceable unit (FRU) instructions for TracNet H-Series antenna product line to support field technicians
- Authored standalone API documentation to enhance customer access to KVH APIs, providing clear, developer-friendly instructions, and meeting with key customers to understand their needs
- Partnered with engineering SMEs in Agile Scrum environment to create and update technical documentation, managing reviews via Adobe Workfront and releasing content via PLM systems
- Led internal work instruction overhaul for field service department, including creating and updating SOPs, producing training videos, and migrating SharePoint content to Skilljar LMS
- Led rebranding of KVH TracPhone V7-HTS antenna system to FM60-VSAT for third-party sale, creating new installation guide, quick start guide, user guide, and service provider addendum

Teaching Assistant, HTML/CSS
University of Massachusetts Amherst IT Communications, Amherst, MA, February 2023 – May 2023

- Assisted class of 19 students with HTML/CSS exercises during weekly office hours
- Wrote and posted class notes on class WordPress website
- Scored weekly HTML/CSS exercises

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

- Revised UI text and error messages in JoinNow application using Figma to create prototypes
- Wrote FAQ for campus staff on Microsoft Teams Calling to facilitate campus-wide transition from legacy calling system
- Wrote quick start documentation for instructors and students using Zoom Rooms

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

- Conducted information sessions for prospective students and assisted with admissions events
- Provided front desk reception support by answering emails and responding to phone calls

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

- Collaboratively assisted 300+ tutees with multidisciplinary writing projects in 45 minute sessions
- Conducted 10+ informational class visit presentations
- Gave presentation on Word's collaboration tools to 40+ undergraduate and graduate students

Editor-in-Chief
The Scribe Literary Magazine, Amherst, MA, September 2019 – May 2023
- Led creation and publication of two annual editions of student-run literary arts magazine for College of Humanities and Fine Arts, using WordPress and Canva for design and layout
- Managed team of 10+ members, overseeing content promotion, editing, and production processes
- Promoted magazine's releases and engaged with campus community via Instagram

Technical Publications Intern
Hewlett Packard Enterprise, Remote, June 2022 – September 2022
- Presented accessibility project to 100+ employees at company intern fair
- Used Oxygen XML Editor to edit and publish DITA-based documents
- Created Confluence guides for writing accessible documentation

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

SKILLS
Adobe (FrameMaker, RoboHelp, InDesign, Illustrator, Photoshop, Audiate, After Effects) – Microsoft Office (Word, Outlook, Teams, SharePoint, PowerPoint, Excel) – TechSmith (Camtasia, Snagit) – Atlassian (Jira, Confluence, Bitbucket, SourceTree) – HTML/CSS – DITA – Java – Python – MadCap Flare – Skilljar – Canva – WordPress – Technical Writing – UX Design – SDLC