

Aine Doyle

ainedoyle94@gmail.com
Hudson, MA

(845) 300-8790
[LinkedIn Profile](#)

PROFESSIONAL EXPERIENCE

IBM

Lowell, MA

Content Developer | Digital Business Automation

Feb. 2021 – Present

- Collaborate with subject matter experts, product managers, software architects/developers, QA, and support developers to identify documentation requirements for product releases.
- Test and edit pre-existing documentation and procedures to improve accuracy and the user experience.
- Review and provide feedback on documentation based on company style guidelines and writing standards.
- Use design thinking practices to optimize the product documentation based on user feedback and translate complex concepts into clear documentation.
- Write and edit content for DITA reuse across different types of documentation.
- Leverage AI to optimize technical content for users and empower engineering teams to curate their own content.

Technical Content Developer | Cloud Architecture

July 2020 – Feb. 2021

- Designed and implemented user-friendly modifications to existing content, streamlining content and ensuring ease of use.
- Collaborated with customer success manager to update site diagrams and align content with current product offerings.
- Supported solution construction, implementation and systems integration initiatives, ensuring high-quality delivery to clients with diverse needs.

ACM Special Interest Group on Design of Communication

Remote

Volunteer Structured Authoring Steering Committee Member

June 2023 – May 2024

- Design and develop primers and training materials on structured authoring and technical writing as a discipline for technical communication students and early professionals.
- Collaborate with technical communication academics and industry professionals to foster professional relationships between technical communication academic programs and industry professionals.

Akamai Technologies

Cambridge, MA

Technical Writer Intern

May 2019 – August 2019

- Scripted, recorded and edited video content to complement existing resources, improving accessibility of self-guided documentation.
- Assisted cross-functional teams in project planning and strategic problem-solving, identifying delivery solutions and determining scope based on project requirements.

SKILLS & TOOLS

- **Skills:** User documentation; UX writing; technical editing; project planning and management; content strategy; agile methodology; accessibility; video editing; AI prompt engineering; design thinking; user research
- **Tools:** Oxygen XML Author; GitHub; Markdown; DITA; Camtasia; Visual Studio Code; JIRA; Inkscape; MURAL; Trello; Drupal; HTML

EDUCATION

North Carolina State University

M.S., Technical Communication

May 2023

Raleigh, NC

College of the Holy Cross

B.A., English Literature

May 2020

Worcester, MA