**Aine Doyle**

[ainedoyle94@gmail.com](mailto:ainedoyle94@gmail.com)             (845) 300-8790 Hudson, MA           [LinkedIn Profile](https://www.linkedin.com/in/aine-doyle-a3b752139/)

**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 May 2023**

*M.S, Technical Communication Raleigh, NC*

**College of the Holy Cross May 2020**

*B.A, English Literature Worcester, MA*