Aine Doyle

ainedoyle94@gmail.com   (845) 300-8790
Portfolio   LinkedIn Profile

SUMMARY

Resourceful technical writer with over 5 years of experience documenting enterprise software. Specializes in writing user guides and user interface text for Data and AI software products, translating complex concepts into understandable language for both technical and non-technical audiences.

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

PROFESSIONAL EXPERIENCE

IBM   Lowell, MA
Senior Content Developer | Data & AI   Sept. 2023 – Present
- Use design thinking practices to optimize the Business Automation Workflow and Cloud Pak for Business Automation documentation based on user feedback.
- Translate technical language from development teams into clear user documentation for non-technical business users.
- Lead engagement with Business Automation Workflow stakeholders to achieve documentation goals and KPIs.
- Identify AI use cases to increase productivity of the content team and optimize technical content for users.
- Own projects and initiatives that influence content strategy and architecture, such as DITA reuse and implementing animations in product documentation.

Content Developer | Digital Business Automation   Feb. 2021 – Sept. 2023
- Collaborated with subject matter experts and other stakeholders to identify documentation requirements for FileNet Content Manager and Robotic Process Automation.
- Tested and edited pre-existing documentation and procedures to improve accuracy and usability.
- Reviewed and provided feedback on Robotic Process Automation documentation based on company style guidelines and writing standards.
- Wrote and edited content for DITA reuse across the Cloud Pak for Business Automation and FileNet Content Manager product documentation.

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.

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.

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