Kyle Rollins

Technical Writer | Documentation Specialist | Editor

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Experience

Technical Writer
3M HIS (04/2017 – present)

Documented software for 3M HIS' healthcare clients. Collaborated with agile development teams to ensure features were properly documented for each release.

Editor III (Consultant)
eBay (11/2016 – 04/2017)

Edited, gathered, and wrote content in a massive overhaul of eBay's HR intranet as part of the User Experience team. Consolidated thousands of pages of content into less than 1000. Collaborated with HR SMEs to create and curate content.

Technical Writer
Emsi (02/2016 – 10/2016)

Oversaw creation of articles, case studies, and other narratives—from the first word to the published piece. Revamped RFP response process by creating document templates. Edited sales brochures and contributed to website redesign.

Writer/Reviewer
Purch (09/2013 – 02/2016)

Created workflow documentation for various complex processes. Conducted in-depth research and wrote detailed end-user documentation. Broke down complex information into easily-understandable pieces.

Building Manager
Weber State University (07/2011 – 10/2013)

Designed, wrote, and edited Building Manager Handbook that contained complex building policy information like the fire code. Assumed responsibility for multi-million-dollar building from 4 pm until closing time.

Copy Writer/Editor
Gimo Games (08/2011 – 06/2013)

Managed all of the dialogue/story elements in Monster Guru, a mobile game for iOS. Lead successful Monster Guru Kickstarter project. Established and maintained a complete style guide. Maintained project documentation.

Education

B.A., English: Prof. & Technical Writing
Weber State University

Skills

Programming

- HTML
- CSS
- XML
- Javascript
- Python (basic)
- C# (basic)
- Java (basic)

Software

- Microsoft Office
- Adobe Creative Suite
- Author-it
- Robohelp
- Google Analytics
- Oracle Service Cloud
- Github

Other

- Data Analysis
- Teamwork
- Leadership
- Research
- Testing
- Communication
- User experience