Daisy DeKnight

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Overview

Passionate, strategic, and detail-oriented Technical Writer with 10+ years of experience producing documentation for complex software environments, including FDA-regulated medical device and cloud platforms. Skilled in developing user-friendly documentation, optimizing content workflows, and managing knowledge bases for agile teams. Adept at CMS migration, stakeholder collaboration, and compliance documentation. Bonus: TEFL-certified English teacher.

Professional Experience

Technical Writer

Datex – Clearwater, FL (Remote) • June 2023 – May 2025

- Led successful CMS migration from MadCap Flare to Document 360, improving documentation scalability and online help interactivity with context-sensitive support.
- Created and maintained 100+ user guides, tutorials, and contextual help articles for a newly launched cloud-based platform.
- Authored upgrade guides, technical release notes, and manuals for 5-10 enterprise SaaS products in collaboration with Product and Engineering teams.
- Designed and implemented agile documentation workflows, increasing content delivery speed, prioritization, and consistency.

Technical Writer

Enlitic – Fort Collins, CO (Hybrid) • July 2021 – November 2022

- Built a comprehensive MadCap Flare knowledge base from the ground up within six months, including product, admin, and integration guides.
- Partnered with SMEs and conducted independent research to produce compliant, accurate documentation for FDA-cleared medical imaging software.
- Streamlined authoring processes in a fast-paced agile environment, improving turnaround time and documentation accuracy.

Technical Writer & Project Manager

Trace First – Fort Collins, CO (Hybrid) • October 2018 – July 2021

- Developed a content library of 500+ documents and 50+ instructional videos.
- Wrote product specs, schemas, user manuals, release notes, configuration docs, and marketing content including monthly campaigns for the SaaS platform.
- Managed customer onboarding, conducted training, and supported dev team onboarding.
- Performed QA and testing of GitHub tickets, including API validation using Postman.

Technical Writer & Trainer

CACTUS Software – Overland Park, KS • July 2006 – August 2009

- Created and maintained 4 training manuals (each 100+ pages) and 70+ technical support tutorials.
- Reorganized internal documentation and migrated to a centralized file management system.
- Delivered training sessions for clients nationwide, improving user onboarding success.

Technical Skills

Authoring & CMS: MadCap Flare, Document 360, Adobe Suite, DITA, SharePoint, Confluence, HTML, XML, CSS, Qualio, Scribe, Storylane, Microsoft Office Suite
Design & Tools: Figma, Snagit, Lucidchart, Visio, Canva, LMS, Salesforce, Aha!, Zoho, MS Teams, Slack, Zoom
Development & Testing: GitHub, Azure DevOps, JIRA, Postman, Swagger, Docker, APIs, JSON
Methodologies & Compliance: Agile, Scrum, FDA/IEC/ISO Regulations

Education & Certifications

University of Kansas: BS Psychology & BS Sociology, 2005
TEFL Certification, 2014
Foster Parent Certification, 2021