

Daisy DeKnight

Fort Collins, CO

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[Portfolio](#)

[Linkedin](#)

Passionate and adaptable Technical Writer with 10+ years of experience in creating and managing documentation across various SaaS industries, including FDA medical device software. Proven track record in implementing agile documentation workflows and developing extensive knowledge bases. Skilled in collaborating to produce user-friendly guides and tutorials, enhancing user experience. Bonus: TEFL-certified English teacher.

PROFESSIONAL EXPERIENCE

Technical Writer, Datex, Clearwater, FL (Remote) June 2023 - May 2025

- Evaluated an alternative to MadCap Flare (Document 360) per request; successfully implemented the new CMS and integrated their context-sensitive help feature
- Authored 100+ concise guides and tutorials for a new cloud-based platform, while maintaining the online help for existing cloud platform products
- Collaborated with engineering and product stakeholders to ensure accuracy of upgrade guides, user manuals, tutorials, and user-friendly technical release notes for 5-10 products
- Improved processes by implementing standardized agile documentation workflows

Technical Writer, Enlitic, Fort Collins, CO (Hybrid) July 2021 - November 2022

- Developed a MadCap Flare online knowledge base within the first six months, including two product guides, an admin guide, and the API integration guide
- Interviewed SMEs and independently researched to gather specifics required to author, and proactively maintain, compliant technical documentation for an FDA medical device software
- Streamlined documentation processes for internal efficiency in an ever-evolving environment

Technical Writer & Project Manager, Trace First, Fort Collins, CO (Hybrid) October 2018 - July 2021

- Created a library of 500+ technical documents and 50+ video tutorials for a new SaaS product
- Authored and maintained user guides, product specifications, release notes, schema evolutions, system configuration guides, and designed monthly email campaigns for all SaaS products
- Managed implementation and training of new clients, and onboarded developers and support
- QA tested each GitHub ticket, including using Postman for API functionality

Technical Writer & Trainer, CACTUS Software, Overland Park, KS July 2006 - August 2009

- Chief technical writer responsible for four 100+ page training manuals and 70+ how-to articles
- Organized support documents into a library; coordinated office transition to the new file library
- Trained classes of up to 12 in medical credentialing facilities across the US and remotely

ADDITIONAL SKILLS

Authoring & CMS: MadCap Flare, Adobe, Document 360, DITA, SharePoint, Confluence, Storylane, Scribe, HTML, XML, CSS, Qualio, Knowledge Base (KB), MS Office Suite

Design & Collaboration: Figma, Snagit, LucidChart, Canva, Visio, LMS, Training & Demos, Salesforce, Shortcut, Aha!, Zoho, Zoom, Slack, MS Teams, Weekdone

Development Tools: GitHub, Azure DevOps, JIRA, Postman, Swagger, APIs, Docker

Compliance & Standards: FDA/EU Medical Device Regulations, Agile/Scrum

EDUCATION

- BS Psychology & BS Sociology, University of Kansas (2005)
- TEFL Certification (2014)