Emily Necciai Mayeski

Documentation Manager, Technical Writer, & Instructional Designer

724.322.9655
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LinkedIn

PROFESSIONAL EXPERIENCE

Bolt Financial, Inc., Remote/New York, NY
Technical Writer/Information Architect/SSG Help Site Manager
August 2021 - PRESENT
- Designs Bolt Help Site features, such as tabs, accordions, custom-built content containers, a language selector, release notes filters, and more.
- Currently planning project to revise Help Site Information Architecture, design, and user experience.
- Installed Google Analytics and Osano cookie tracker on site, as well as built out a custom solution to embed Help Site into Pendo in Bolt's Merchant Dashboard.
- Acts as multi-vertical expert who picks up tickets and tasks from all product verticals.
- Writes and Manages documentation for the Merchant Experience product line.
- Works with other Technical Writers to improve processes, needs, and content gaps.
- Works with Engineers, PMs, and other SMEs to write and build user guides, API documentation, and SDK documentation.

CyberCube Analytics, Inc., Remote/New York, NY
Lead Technical Writer on the Product & Analytics Team
January 2020 - July 2021
- Managed and mentored Contract Technical Writer and documentation contributors.
- Encouraged documentation culture with Documentation Day events for the Product & Analytics team and frequent shout outs for contributors.
- Launched and managed a customer-facing documentation site and an employee LMS.
- Wrote and maintained online and PDF user and API documentation, model methodology, and change management content.
- Created and edited internal and external learning aids (videos and learning courses) for CyberCube Academy and YouCube.
- Worked with Product Managers, analysts, UX designers, researchers/SMEs, and Developers throughout sprints to research and rapidly build documentation and supporting resources (videos, gifs, etc.).

Braze, Inc., Remote/New York, NY
Documentation Manager on Customer Education Team
March 2018 - January 2020
- Hired, managed, and mentored technical writer for the documentation site, running sprint reveals and managing workloads to fit with job requirements.
- Encouraged a culture of documentation with fun events such as Hacktoberfest and contributor awards and shout outs throughout the year.
- Designed and managed processes the product/feature design process for the Braze Docs site (including full site redesign and all additional features like Landing Pages, glossaries, and other templates), including management of the Docs Github repo.
- Collected and acted on data from Google Analytics and Looker.
- Worked with Engineers, Onboarding and Success Managers, Support and more to research, write and revise sections, pages, templates and other articles to build API, SDK, and partner integration documentation.

SKILLS
Role-Based
  Needs Analysis
  Curriculum/Program
  Design & Management
Technical
  Digital and Print Media
  Management & Review
  UX Copy & Docs Site
  Design
  LMS Management
  Product Management
  Agile Processes

TECHNOLOGY
Languages
  HTML, CSS,
  Handlebars, React,
  Next.js, Hugo
  Javascript & JQuery
  OpenAPI, YAML, JSON
  Markdown
  Git
Docs/Knowledge
Infrastructures
  Github
  Algolia Search
  Hubspot
  SharePoint
  JIRA
  Confluence
Learning Management
Systems
  Exceed LMS
  NorthpassLMS
  Blackboard
Content Creation
  Articulate Suite
  Adobe Suite
  Camtasia

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PROFESSIONAL EXPERIENCE, continued

SocialCode, LLC, New York, NY
Technical Writer/Instructional Designer on Learning & Development/Training Team
September 2016 - March 2018
- Redesigned company's employee onboarding program, specifically for members of our Client/Solutions team using a strong conceptual knowledge base, a set of task-oriented online and in-person courses, and a complimentary set of contextual sessions which allowed new SocialCode employees to become industry experts in a month or less.
- Lead and presented in various onboarding sessions for new hires.
- Managed Trainers who lead courses in the onboarding program.
- Created and maintained a course catalog.
- Used Exceed LMS (now Intellum) to arrange courses and curriculum structures, track learner progress, etc.
- Assigned courses from the catalog to current employees (not new hires) for ongoing learning. Also occasionally created new courses for new products and services used by said employees.
- Worked one-on-one with new hires to ensure they have a fulfilling and educational Onboarding process.

Management Science Associates, Inc., Pittsburgh, PA
Technical Writer/Instructional Designer
June 2015 - September 2016
- Constructed a suite of instructional and tutorial programs using Adobe Captivate for MSA's data software programs, including one for a mobile application.
- Designed and created technical, user-friendly documentation and training materials for MSA's data software programs, including mobile-based programs.
- Prepared and moved the division towards its goal of standardization from a previous policy of customization by creating a documentation manual catalog system that fit the needs of many clients, rather than maintaining individual manuals for each client.

CONTRACTING

Sailthru, New York, NY
eLearning Developer
February 2020 - July 2020
- Worked with Sailthru's Education Team to create interactive internal learning courses for their Campaign Monitor product.
- Courses introduced 6 primary features of the product, how to use them, and best practices: Templates, Campaigns, Lists, Audience Builder, User Profiles, and Personalization,
- Use Articulate Storyline, Articulate Rise, and Camtasia to create engaging learning resources, quizzes, gifs, and voiceover recordings to maintain ADA compliant courses.

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EDUCATION

Master of Arts in English (Literary & Cultural Studies)
Carnegie-Mellon University
Graduated May 2015 - GPA 3.78 - Pittsburgh, PA

> *Primary Projects*
> Post-War Women's Fashion, 18th Century Soldiers and Law, Dickens' Serial Novels, Superman and the Anthropocene

Bachelor of Arts in English (Concentration in Professional Writing)
Washington & Jefferson College
Graduated May 2014 - GPA 3.64 - Washington, PA

> *Primary Projects*
> Editor-In-Chief of the Wooden Tooth Review, Layout Editor of the Pandora Yearbook, Writer for the Red & Black Newspaper, Tim O'Brien's Realistic Non-Fiction War Stories

Continued Learning
Full Stack Development Bootcamp
> George Washington University
> May 2021 - October 2021
> Portfolio Site

Product Management
> General Assembly Online
> December 2017 - New York, NY
> > *Primary Project*
> > Design a product plan for a small business Learning Management System.

NOTABLE PROJECTS

YouCube Internal LMS Purchase and Launch
User Documentation Site Launch (April 2020)
> Lead and managed the purchase, set up, and support for CyberCube's new collaborative learning initiative - an LMS (Northpass) meant to allow any employee to create their own content and share with the company. Planning to create a customer-facing LMS soon, too.

CyberCube Online Docs Launch
User Documentation Site Launch (April 2020) and Help Widget for Displaying Docs In-Product (February 2021)
> Planned, led, and assisted the design of the gated online documentation site for CyberCube's cross-product documentation, as well as launched the public documentation site for CyberCube's "Login Help" documentation on Hubspot. Also completely designed and worked with engineering team to launch an in-product, fully functional help widget meant to display articles from the docs site in the product upon search.

Project Mallard
Braze Documentation Site Revamp (October 2018)
> Planned and led the redesign and re-architecture of the Braze Documentation site to be more direct in it's audience, purpose, mission, values, and more (including creating Style, Formatting, and Contribution Guides). A later project involved preparing and launching the associated repo as Open Source.