EVE KARP

TECHNICAL WRITER

CONTACT

EveTheTechWriter@gmail.com
Portfolio: evekarp.com

SKILLS

Documentation deliverables:
- User manuals
- Installation manuals
- Reference
- Conceptual overviews
- Getting started guides
- Release notes

Writing for translation
Research & interviewing subject matter experts
Testing API endpoints

TOOLS

Microsoft Office Suite
Oxygen
Github/BitBucket
Confluence
Jira
Snagit

TECH

DITA
JSON
HTML/XML
CSS
JavaScript & Python fundamentals

EDUCATION

B.A. in Technical Writing,
San Francisco State University
Dec 2018

EXPERIENCE

TECHNICAL WRITER

Automation Anywhere | Jan 2019 - Present

Produced end-user documentation including conceptual overviews, procedures, reference materials, and APIs

Tested product to discover content gaps and opportunities to enhance content

Improved readability, SEO, and organization of existing content

Collaborated with customer support engineers to update content to reduce the number of support tickets

Migrated topics from Framemaker and MS Word into DITA format

UX WRITER & MARKETING ASSOCIATE

Spinnaker Sailing School | March 2018 - Dec 2018

Wrote content for the website, social media postings, digital ads, and email newsletters

Worked with subject matter experts to produce instructional materials

Improved SEO and organization of website pages

Reported on marketing activities with Google Analytics

MARKETING CONTENT WRITER

Digital Garage Coworking Space | May 2018 - Oct 2018

Managed a team of four interns to fulfill project scope and meet deadlines

Created a style guide for the marketing department

Localized machine-translated content

Researched and wrote content for the company blog, social media channels, and newsletter