### **Technical Writer**

# Erin Dawson

Los Angeles, CA erindawson.work@gmail.com (304) 491-2151

#### **Education**

MA Professional Writing and Editing
West Virginia University, Morgantown 2013

**BA Professional Writing and Editing** 

West Virginia University, Morgantown 2010

**BM Music Performance** 

West Virginia University, Morgantown 2010

#### **Tech Stack**

**JavaScript** 

REST

API Documentation Adobe CC Bash//ZSH DITA XML Git Github Skills

Confluence FreshService

Jira

Madcap Flare Salesforce OpenAPI Logic Pro X

# Experience

#### Technical Writer III, contractor

- Write internal documentation for IT service agents—guides, SOPs, FAQs, runbooks, and knowledge base articles
- Assist in migration of Jira Cloud to Jira Server instances
- Document HR, Facilities, and Talent Acquisition team processes outside of Ring IT

November 2019- Current Santa Monica, CA



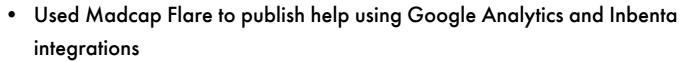
#### Technical Writer/Quality Assurance Engineer, contractor

- Wrote internal documentation for developers
- Created training materials (slide decks for webinars, narrated videos) for workshops
- Broke down complex system architecture for Marketing, Finance, and Accounting teams

July 2019- November 2019 Santa Monica, CA

# **Technical Writer**

 Communicated with project managers in tribe/squad structure to understand new features, updates to product



 Authored guides, release notes, how-to articles, and API documentation for beta and live customers

November 2018- July 2019 Glendale, CA

# Service Titan

**everbridge** 

#### **Technical Writer II**

- HTML/CSS/JavaScript and Markdown used to write embedded and online help for flagship risk management application
- Windows Server (2012 rn) used to configure back-end of application
- Solely responsible for organization's technical communication tools and their purchasing decisions

April 2017 - November 2018 Pasadena, CA

#### **Information Developer**

- Authored object-oriented help topics using DITA XML in CMS
- Conducted user research in collaboration with UX colleagues



2014-2017 Charlotte, NC