Erin Dawson

Technical Writer
Los Angeles, CA
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(304) 491-2151
Open to relocation.

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

API Documentation
Adobe CC
Bash//ZSH
DITA XML
Git
Github
JavaScript
REST

Skills

Confluence
FreshService
Jira
Madcap Flare
Salesforce
OpenAPI
Logic Pro X

Experience

Technical Writer, contractor

Produced 20-page operations runbook for IT service agents. After publishing this guide, process adoption increased, leading to streamlined new employee onboarding for Ring IT at large. Wrote knowledge base articles documenting Ring-to-Amazon process transitions—some articles with 1.5k views in two months individually. Collaborated with a wide variety of stakeholders including developers, and members from HR, Marketing, Accounting, and Facilities in a two-week sprint Agile environment.

November 2019- Current Santa Monica, CA

Technical Writer/Quality Assurance Engineer, contractor

Collaborated with Hulu's Subscriptions team to refactor a developer command-line tool into a graphical user interface. Documenting this tool as both a guide and webpage increased buy-in from Marketing and Accounting stakeholders, preventing the Subscriptions team from failing a SOX audit by its recent buyer, The Walt Disney Company.

July 2019- November 2019 Santa Monica, CA

Technical Writer

Managed release note cycles and supported five product areas during the company's $1.65 million Series D funding. Authored guides, how-to articles, and API documentation for beta and live customers to accommodate tech-savvy and traditional technology users in the home services space. Google Analytics and Inbenta integrations showed increased engagement with documentation, authored using Madcap Flare and Git.

November 2018- July 2019 Glendale, CA

Technical Writer II

Redesigned and migrated documentation library (Doc2Help to Flare) for Visual Command Center, a risk management platform used by Facebook and Nike. Presented webinars to showcase new features with Everbridge's Training team, including live Q&As. Knowledge base articles and self-service initiatives decreased service desk calls

April 2017 - November 2018 Pasadena, CA

Information Developer

Wrote DITA XML, topic-oriented guides and collaborated with UX/UI designers in different time zones (Bangalore, India) to ensure documentation aligned with the user personas of end-users in the banking and payment solutions space.

2014–2017 Charlotte, NC