

# Erin Dawson

Technical Writer

Los Angeles, CA  
erindawson.work@gmail.com



### 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  
Swagger

## 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
- Used Madcap Flare to publish help using Google Analytics and Inbenta integrations
- Authored guides, release notes, how-to articles, and API documentation for beta and live customers

November 2018- July 2019 Glendale, CA



### 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

