Jessica Nealon

Greater Orlando, FL and Remote ▪ [Jessicancomm@gmail.com](mailto:Jessicancomm@gmail.com) ▪ 561-878-1304 ▪ [LinkedIn](https://www.linkedin.com/in/jessicanealon77/)

**Technical Communications Professional**

Senior Technical Writer with 8+ years of experience in SaaS and enterprise software. Expert in MadCap Flare, AI-assisted workflows, and UI content integration. Proven leader in global team training and cross-functional collaboration with experience contributing to documentation systems that support CI/CD and agile development environments.

**Core Competencies:** Technical Writing & Editing, Software Documentation, Content Strategy, Docs-as-Code, AI-Enhanced Writing Workflows, Generative AI Integration, Process Optimization**,** Cross-functional Collaboration, Training/Mentoring, Peer Reviews

**Docs-as-Code:** Git, GitHub, Azure DevOps, MKDocs, Markdown

**Documentation Tools:** MadCap Flare, HTML/XML/CSS, Confluence/Wiki, Adobe FrameMaker, Office: Word, Excel, PowerPoint, OneNote  
**AI Tools:** Microsoft Copilot, ChatGPT, Grammarly Pro, Cursor IDE

**Design & Media:** Snagit, Adobe Creative Suite (Illustrator, Photoshop, InDesign), Visio

**Project Management:** Gemini, JIRA, Trello, Agile/SDLC methodologies. ISO9000

**Education And Certifications**

Bachelor of Science, Philosophy ▪ SUNY Geneseo; Graduate Certificate in Technical/Professional Writing ▪ UNC Charlotte

Certified MadCap Advanced Developer for Flare ▪ MadCap Software, Inc.

**PROFESSIONAL EXPERIENCE**

**SENIOR TECHNICAL WRITER/MANAGER** ▪ Perseus Group, Constellation Software March 2014 to Present

*Perseus Group, part of Constellation Software, buys specialized software companies and helps them grow over the long term.*

* **MadCap Flare Customization**: Redesigned the documentation system using MadCap Flare, creating templates, style guides, and a searchable help site while improving accessibility and earning strong internal and external user approval.
* **Generative AI**: Pioneered using Cursor IDE to pull the code repo from Git to extract user content from the code and create Markdown files to import into MadCap Flare.
* **Content Quality Improvement via AI**: Pioneered the use of Grammarly Pro across content workflows to ensure quality, enforce American English standards, and support a growing international writing team. Incorporated CoPilot and Grammarly to analyze JIRA tickets and specs.
* **Embedded UX Writing**: Wrote UX text for the UI into product code, improving the user experience while aligning documentation with the development lifecycle.
* **Global Team Leadership**: Coached and managed three offshore technical writers using Agile practices to prioritize tasks, guide iterative reviews, improve documentation quality, team alignment, and collaboration with development.
* **Chatbot Prototype:** Led the research and prototyping of a chatbot using Copilot. Pivoted to evaluate Userpilot when licensing changed, maintaining project momentum while identifying cost-effective alternatives for embedded help.
* **CI/CD Documentation Migration**: Maintained an independent publishing process to avoid documentation delays, now evolving workflows to align with CI/CD pipelines and enable rapid, continuous product releases.
* **Docs-as-Code Implementation**: Contributed to the company’s shift toward a docs-as-code approach and learning Azure DevOps and MKDocs to support policy and procedure publication.

**TECHNICAL WRITER & ANALYST** ▪ JLL Technologies (formerly ValuD Consulting, LLC) May 2013 to February 2014

*JLL Technologies specializes in integrating IBM software for real estate and facilities management.*

* **Stakeholder Engagement**: Facilitated live documentation review sessions to streamline feedback, reduce conflict, and improve efficiency, creating a collaborative approach that strengthened relationships and was adopted in future roles for its effectiveness.
* **RFP/Proposal Management**: Compiled, edited, and submitted 12 customized IBM TRIRIGA software proposals for schools, governments, and businesses, managing all content within the CMS to ensure version control, accuracy, and timely delivery of each package.

**Professional Associations**:

* Florida STC Chapter: Vice-President, Mentor, and Co-chair of a Certified Professional Technical Communicator [study program](https://certifiedstudybuddies.github.io/CSB/home)
* [Write the Docs East Coast](https://www.meetup.com/write-the-docs-east-coast/events/): Active member for four years.

**Publications/Portfolios**:

* MadCap Blog: [How to Align Graphics in Lists in MadCap Flare](https://www.madcapsoftware.com/blog/align-graphics-lists-madcap-flare/)
* Florida STC Memo to Members: [Jessica Nealon Member Spotlight](https://memotomembers.stc-orlando.org/?p=4185)
* GitBook Portfolio: <https://jessicancomm.gitbook.io/gitjess/> (GitHub Site: <https://github.com/Jessicancomm/GitJess>)