# Taylor Diaz

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## Experience

**LEAD TECHNICAL WRITER | USDA FORESTRY SERVICE | FEB 2024 – PRESENT**

- Created and maintained user guides, quick start guides, and FAQs
- Created web documentation in Markdown
- Maintained release notes
- Created and maintained department style guides
- Created short form training videos using Camtasia

**TECHNICAL WRITER | INTUIT | JUN 2019 – JAN 2024**

- Gathered software requirements from a variety of sources, such as Confluence articles, JIRA, and subject matter experts (SME).
- Worked closely with Development and QA teams to gather and verify technical information.
- Updated end–user, installation, and troubleshooting guides for internal and external customers.
- Effectively communicated complex technical concepts to a wide range of audiences.
- Participated in all phases of the software development lifecycle (SDLC).

## Education

**BACHELOR OF SCIENCE | MAY 2019 | WESTERN GOVERNORS UNIVERSITY**

- Major: Business Management
- Minor: Information Technology

## Skills and Abilities

- Microsoft Office Suite (Word, Excel, PowerPoint)
- MadCap Flare
- Agile
- JIRA
- Salesforce
- RoboHelp
- Snagit
- Visio
- Adobe Photoshop
- Confluence
- Markdown