Taylor Diaz

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# Experience

## Technical Writer | Intuit | Aug 2021 – Present

* 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).

## Technical Support Associate | Intuit | Jun 2019 – Aug 2021

* Taught customers how to use documentation to equip them to independently resolve their issues.
* Composed knowledge base articles.
* Experience coordinating with global teams to achieve shared goals.
* Assisted other agents through Slack.
* Escalated issues to tier 2 agents when required.

# Education

## Bachelor of science | May 2019 | Western Governors University

* Major: Business Management
* Minor: Information Technology
* Related coursework: business communication, software design, SDLC, Agile methodology, Six Sigma concepts, Microsoft Excel

# Skills and Abilities

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