

Adam Pugsley

Technical writer, editor, & information architect

 [linkedin.com/in/adampugs/](https://www.linkedin.com/in/adampugs/)

 adampugsley.ca

1-647-509-0986

ajrpugs@gmail.com

About Me

Poorly written docs are a headache. I can help you to improve your docs strategy and eliminate the confusion, leading to satisfied clients, accessible information, and less time spent on training and customer support.

Experience

Dominion Voting Systems, Toronto - *Technical Writer*

March 2023 - Present

- Pitched and led a content migration from FrameMaker to Paligo, improving workflows to take advantage of structured authoring in XML.
- Created and maintained user guides and installation docs for software products in support of federal certifications.
- Edited existing documentation to improve the structure, accuracy, and usability.
- Worked closely with product owners, QA, and developers.
- Provided on-site technical election support.

Privacera (Remote) - *Technical Editor & Information Architect*

June 2022 - February 2023

- Spearheaded a re-architecture project to make Privacera's docs site more accessible, organized, and easier to navigate.
- Improved the XML structure of source documents and identified opportunities to single-source content.
- Worked closely with technical writers as an editor, leading to more clearly written topics.

Wordnik (Remote) - *Technical Editor*

May 2022 - July 2022

- Translated XML documents to Markdown.
- Edited content for grammar and clarity.

Tulip.io (Remote) - *Content Designer*

Jan 2022 - April 2022

- Wrote technical software documentation for Tulip's online help site, working with product owners and UX designers.
- Wrote a *Getting Started* guide for Clienteling, a retail iOS app, as well as configuration guides for other Tulip apps.
- Worked with GitLab, Markdown, and the static-site generator Hugo.

Core Competencies

Technical writing

Technical editing

Information architecture

Content Design

Project management

Structured Authoring

Docs-as-code

Instructional Design

Web design

Online user assistance

Content strategy

Software Skills

Git

Paligo

MadCap Flare

HTML & CSS

Markdown

SnagIt

Adobe FrameMaker

Adobe InDesign

Adobe RoboHelp

Adobe XD

VS Code

XML

Experience (Continued)

The Excalibur, York University - *Contributing Writer*
2017

Chart Attack, Toronto — *Music Journalist*
2016

BlogTO, Toronto — *Content Writer*
2016

Evolve Camps, Toronto - *Web Content Writer*
2016

Rotman Research Institute (Baycrest), Toronto - *Honours Thesis Research Student*
July 2019 - March 2020

Shift Transit/Bike Share Toronto, Toronto — *Field Mechanic*
October 2020 - August 2021

Certifications & Awards

Certified Professional
Technical Communicator
(CPTC)

York University Continuing
Student Scholarship

Durham Region Chairman's
Award Scholarship

**References available upon
request.**

Education

Seneca College, Toronto — *Graduate Certificate, Technical Communications*
May - December 2021

York University, Toronto — *Honours BA in Cognitive Science*
2015-2020

Durham College, Oshawa — *Sports Administration*
2013-2015