

TIFFANY SMITH

Technical Writer | IT Documentation Specialist | Creative Technologist

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[Portfolio](#) | [LinkedIn](#) | [GitHub](#) | [Medium](#) | [YouTube](#)

PROFESSIONAL SUMMARY

Technical writer specializing in **IT documentation**, **cybersecurity SOPs**, and **developer/end-user guides**. Skilled at **translating complex technical workflows** into **plain-language instructions**, **annotated quickstarts**, and **accessible documentation** for both technical and non-technical audiences. Experienced in producing **security policies**, **software documentation**, **API references**, and **research whitepapers**. Combines writing rigor, systems thinking, and usability principles to reduce support requests, improve compliance, and enhance collaboration. Former designer turned technical writer bringing **UX-aware** structure and **visual clarity** to developer documentation.

TECHNICAL SKILLS

Documentation & Communication

Technical Documentation, SOPs, Quickstart Guides, User Manuals, IT Policies, Whitepapers, Knowledge Base Articles, Tutorials, Editing & Proofreading

Software & Tools

Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), Git/GitHub, VS Code, Adobe Creative Suite (Photoshop, Illustrator, InDesign), Tableau, Streamlit, Snagit, Autodesk Maya, Blender, Unreal, Unity

Cloud, AI & DevOps

Google Cloud Platform (Cloud Run, Vertex AI, Gemini CLI), SDK, Gemma, Docker, Hugging Face, MCP Servers, Multi-Agent Systems, APIs, JSON

Programming & Data

Python, SQL, Data Visualization, Predictive Modeling

Libraries & Frameworks

Pandas, NumPy, Scikit-Learn, TensorFlow, PyTorch

Certifications

Machine Learning Specialization (Stanford), Meta Database Engineer, Google Advanced Data Analytics

Languages

English (native), Spanish (fluent), German (learning), Python 🐍 (conversational)

RELEVANT EXPERIENCE

Technical Writer - Atlanta, GA (2024 - Present)

Freelance

- Authored a **Quickstart Guide for Python virtual environments (venv)** to help employees run scripts securely, reducing package conflicts and IT support tickets. [\[link here\]](#)
- Created a **Cybersecurity SOP** aligned with NIST guidelines, providing plain-language instructions for employees on passwords, phishing, device security, and data storage. [\[link here\]](#)
- Wrote and structured two **whitepapers on bio-inspired AI systems**, one academic-style (cited, ~13 pages) and one startup-style (strategic pitch, ~10 pages), translating complex research into accessible, audience-specific formats. [\[link here\]](#)
- Developed **API documentation** for a **FastAPI** project, including:
 - Full **API** reference with request/response examples.
 - Auto-generated **Swagger** and **ReDoc** docs.
 - **README** with installation, local deployment, and troubleshooting instructions.
 - Example UI (**Streamlit**) for endpoint testing. [\[GitHub link here\]](#)
- Created clear, concise **knowledge base articles** introducing **API** concepts, authentication, rate limits, and error handling, along with a glossary and trouble-shooting guidance. [\[link here\]](#)
- Simplified IT workflows into **step-by-step, annotated guides** with troubleshooting and glossaries, improving adoption across technical and non-technical staff.
- Ensured all documentation met **accessibility standards** (screen-reader compatibility, scannable formatting, logical numbering).

- Collaborated with IT and security teams to **translate technical policies into actionable daily practices** for employees and contractors.

Graphic Designer / Production Artist - Chicago, IL (2023–2025)

Signs Plus Wraps & CDI Corp

- Produced and delivered design assets under rapid deadlines, supported by clear process documentation and workflow guides.
- Collaborated with **cross-functional teams** to **translate technical requirements into visual specifications**, reducing production errors by 30%.

Operations Manager / Designer - TN / GA / FL / IL (2010–2022)

Freelance & Small Business Owner

- Authored **client-facing documentation** for e-commerce integrations, improving adoption and reducing support requests.
- Wrote **data analysis reports** highlighting trends and anomalies for small businesses.
- Built **process manuals** and **dashboards** to streamline client operations.

CERTIFICATIONS

- **Machine Learning Specialization** – Stanford/[DeepLearning.AI](#) (2025)
- **Meta Database Engineer Certificate**
- **Google Advanced & Foundational Data Analytics Certificates**

EDUCATION

- **Bachelor of Science, Game Art** — Full Sail University, FL (2022)
- **Associate of Science, Graphic Design** — Nossi College of Art, TN (2009)

VOLUNTEER

- **Slaughter-Free Chicago** – Animal Rights Activist (2021–2024)
- **Walden's Puddle Wildlife Rehab Center** – Animal Caretaker (2015)

INTERESTS

AI & Data Ethics · Accessible Knowledge Sharing · Cybersecurity · IT Documentation · Systems Design