

TIFFANY SMITH

Technical Writer | IT Documentation Specialist | Creative Technologist

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[Website](#) | [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.

TECHNICAL SKILLS

Documentation & Communication: Technical Documentation, SOPs, Quickstart Guides, User Manuals, IT Policies, Whitepapers, Tutorials, Editing & Proofreading

Software & Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Publisher), Git, Streamlit, Tableau, VS Code

Data & Computing: Python, SQL, APIs, Streamlit, Data Visualization, Predictive Modeling

Libraries & Platforms: 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), French (basic), Korean (basic), 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. [\[GitHub link here\]](#)
- 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