

AMBER PRATT

TECHNICAL COMMUNICATOR

LINKEDIN

<https://www.linkedin.com/in/amberpratt/>

HIGHLIGHTS

- Technical writing, copy editing, & proofing
- Content development, strategy, & taxonomy
- Asset, knowledge & change management
- Process lifecycles & improvement
- User engagement & human-centered design
- MS Suite, Adobe Acrobat Pro, & Markdown
- API enablement, OAS/Swagger & gateways
- XP Agile, Jira, GitHub, & Postman
- Figma, infographics & Visio
- 9+ years technical writing experience
- 11+ years automotive industry experience
- 16+ years finance industry experience
- 20+ years demonstrating superior customer assessment, communication, & service

EDUCATION

MASTER OF ARTS

Communication Studies

EASTERN MICHIGAN UNIVERSITY

BACHELOR OF SCIENCE

Individualized Studies

[Communication, Marketing, Humanities]

EASTERN MICHIGAN UNIVERSITY

EXPERIENCE

SR. TECHNICAL WRITER

11/2018 – 8/2022

Ford Motor Company, Dearborn, MI (Contract)

Technical writer supporting API enablement initiatives in Ford's Enterprise Connectivity ecosystem. Strong focus on API quality, publishing, and subscription processes for internal software engineers.

- Developed and edited content for the Enterprise's first gateway-agnostic API Catalog, Publisher, and Access Management sites.
- Launched multiple GitHub wikis to promote a culture of self-service, knowledge sharing, best practices, and process adoption across 100+ product development teams.
- Managed multiple team-level communication channels successfully facilitating product awareness and change management throughout the enterprise.
- Supported & triaged a community of 2k+ users to reduce obstacles and resolution time, ensure customer success, gain product trust, and decrease product developer interruptions.
- Assisted in product design of the API Catalog (and its tutorial videos) – conducted interviews and analyzed data to ensure feedback was properly incorporated into the user experience.
- Implemented user support and production issue log to accelerate future mitigation, and identify trends, process weaknesses, missing documentation, and prioritize long-term resolution.
- Co/Hosted outreach and evangelism of platform enablement products and tools to drive traffic to API Catalog, promote API Quality initiatives, and obtain crucial feedback.
- Technical Representative for the API Catalog booth at GLITS (Global Learning IT Submit) and earned top booth award at the "Day of Rest" API Conference.
- Earned API Excellence Award 2021 for *the dedication and tremendous effort in enabling PDO organizations to improve API Quality and Security across the Enterprise*.
- Coauthored and presented a piece on Safely Talking About Race in the workspace to 100+ audience effectively promoting productive conversations around Diversity, Equality & Inclusion.

TECHNICAL WRITER

6/2018 – 11/2018

Comerica Bank, Auburn Hills, MI (Contract)

Created and edited technical enterprise documents focusing on system integration and cloud migration for the Digital Business Transformation Compliance Office.

- Partnered with Architecture, Infrastructure, & Planning teams to diagram intricate process flows and architecture used to direct implementation and overcome fixed deadlines.
- Created a 2-step team review process, that was applied within numerous domains, to expedite the document approval process.

LEGAL TECHNICAL WRITER

8/2013 – 2/2018

Credit Acceptance Corporation, Southfield, MI

Collaborated with various business units to create, edit, distribute, and catalog user-friendly, corporate documents with superior technical writing and project management expertise.

- Expedited document approval process by coordinating with executives & corporate attorneys which fostered trust and long-term business associations at all organizational levels.
- Assessed process gaps and inefficiencies to identify risk and create a unified message across multi-team documentation.
- Assimilated new team members as the department's peer mentor and subject matter expert.
- Inspired the team to creatively overcome complex obstacles to beat rigid deadlines and exceed expectations.
- Established corporate document standards (job aids, policies, procedure guidelines).
- Organized company-wide events across multiple offices, including the back-to-school supply drive, which grossed the single greatest windfall for the recipient.