**Amber Pratt** [**LinkedIn**](https://www.linkedin.com/in/amberpratt/)

Technical writer, content strategist, & documents guru [Email](mailto:alpratt2425@gmail.com)

**Highlights**

* 11 yrs. technical writing proficiency
* Content development, strategy, & taxonomy
* Asset & knowledge management
* Markdown & GitHub
* Process adoption & change management
* Process lifecycles & improvement
* Peer mentor & writing coach
* Evangelism & outreach
* Product validation & human-centered design
* MS Suite & Confluence
* Figma, infographics & Visio
* XP Agile, Jira
* API enablement, OAS / Swagger, gateways, & Postman
* Analytics enablement, user behavioral data & analysis

**Experience**

**Technical Writer II** 3/2023 – Present

Analytics Enablement | Kroger Digital & Technology

Supporting Analytics Enablement initiative to develop an Enterprise-level Data and Analytics Portal, enhancing self-service capabilities and the document library.

* Led efforts to create a comprehensive Portal Library, leveraging docs-as-code approach, reducing information retrieval time for users.
* Authored a Technical Writing How-to Guide, including infographics and templates, to facilitate the adoption of the docs-as-code process.
* Developed intuitive UI content for the Data & Analytics Portal, improving user experience and contributing to an increase in portal engagement.
* Partnered with Product Design to conduct discovery interviews and gather insights that informed the portal’s user-centric design.
* Migrate existing platform documents to GitHub Readme files to improve consistency, accessibility, and prepare for publishing.

**Technical Writer** 11/2022 – 3/2023

Products | Sorcero

Bolstered the Product Platform's endeavors to update and standardize product-related documentation concentrating on external-facing informatives and internal-facing instructionals.

* Instituted a technical writing standard, introducing industry best practices, processes, and templates, and enhancing document quality.
* Authored customer Product Overviews and User Guides for two major product platforms improving format, accuracy, and comprehension.
* Developed and regularly updated Product Release Notes, for a suite of applications, ensuring clear communication of ongoing product evolutions to diverse audiences.

**Sr Technical Writer / Knowledge Management Specialist** 11/2018 – 8/2022

API Enablement | Ford Motor Company

Advanced API enablement initiatives in Ford’s Enterprise Connectivity ecosystem. Strong focus on API quality, publishing, and subscription processes for internal software engineers.

* Generated 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.
* Represented 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**

Digital Business Transformation & Compliance | Comerica Bank 6/2018 – 11/2018

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.
* Innovated a streamlined 2-step team review process, for technical document approvals, which was adopted across multiple domains within the organization.

**Legal Technical Writer** 8/2013 – 2/2018

Regulatory Compliance | Credit Acceptance Corporation

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 craft 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.

**Education**

**Master of Arts**

Communication Studies

Eastern Michigan University

**Bachelor of Science**

Individualized Studies

[Communication, Marketing, Humanities]

Eastern Michigan University