

ABBY MORELAND

Technical Writer

Portfolio: abbymoreland.com • abbybmoreland@gmail.com • Boise, ID

EXPERIENCE

JUN 2021 - SEP 2022 **Technical Writer**

Ephesoft, Irvine, CA (*Remote*)

A tech startup that develops artificial intelligence software for structuring data.

- Wrote end-user and developer documentation for two Optical Character Recognition (OCR) enterprise products, both on-premise and SaaS. Collaborated closely with Engineers, Product Owners, Scrum Masters, QA, and Support Engineers to write and test documentation.
- Researched topics to create over 35 documents from scratch within first 6 months.
- Managed documentation sets for major releases; led meetings with senior stakeholders, prioritized items, and mentored junior writers. Reduced average support tickets by 48% during first week of go-live. Partners reported the docs were a significant reason they implemented the new version.
- Wrote release notes, API integration docs, plugin guides, tutorials, knowledge base articles, how-to guides, and UX copy for data automation software.
- Created new processes for interviewing SMEs, researching topics, and reviewing content.
- Developed and implemented a plan to integrate Technical Writers into CI/CD Engineering teams within 3 weeks. This established documentation as a priority for Engineers and eliminated an existing communication gap.

DEC 2019 - JUN 2021 **Technical Writer**

Idaho Transportation Department, Boise, Idaho

- Wrote release notes for state-wide transportation management software.
- Co-authored and edited the Idaho driver's training manual in 1 month (140 pages).
- Led the implementation of a state-wide user manual within 4 months; created documentation guidelines, performed RAID analysis, and developed communication plans.
- Wrote software training modules for county staff and edited 73 modules each quarter for a year.
- Developed documentation standards including style guides and templates.

Additional experience

- Developed and deployed my portfolio using the static site generator Hugo. I host it in Github, update it through Git in Markdown, and deploy it via Netlify using docs-as-code practices.

EDUCATION

MAY 2020 **BA English, Writing, Rhetoric, & Technical Communication**

Certificate in Technical Communication

Boise State University, Boise, Idaho

SKILLS

Git • Markdown • AsciiDoc • reStructuredText • HTML • CSS • Technical editing • Style guides • Docs-as-code • Agile • Static site generators • Information architecture • Diátaxis • Topic-based authoring • User-centered documentation

TOOLS

GitHub • WordPress • Confluence • Jira • Asana • Visual Studio Code • Figma • Adobe InDesign • Illustrator • Photoshop • Premiere Pro • Intercom • Hugo • Slack • Microsoft 365 • MS Teams • Zoom • Netlify • Inkscape • Azure DevOps Server • Snagit