

ARIANA CRAIN

TECHNICAL WRITER

CONTACT

 arianamcrain@gmail.com

 linkedin.com/in/arianacrain

 github.com/amcrain

TECHNICAL SKILLS

DOCUMENTATION & TOOLS

Markdown

HTML / XML

Confluence

Jira

Git / GitHub

VS Code

Postman

Style Guides

LANGUAGES

Javascript / TypeScript

CSS / Styled Components

GraphQL

Kotlin

Swift

Objective-C

NodeJS

DEVELOPMENT & API

REST APIs

React / React Native

NodeJS

Xcode

Android Studio

Docker

Terraform

CONCEPTS & MONITORING

Knowledge-Centered Service

SDLC / Agile

Charles Proxy

Network Protocols

Synthetic Monitoring

Mobile Monitoring

API Monitoring

Information Architecture

EXPERIENCE

FRONTEND SUPPORT ENGINEER

08/2022 - ONGOING

NEW RELIC - [Link to Website](#)

- Investigate and reproduce customer issues across mobile and web platforms; create clear, reproducible steps and technical notes for engineering triage.
- Write concise runbooks, incident notes, and troubleshooting guides that reduce time-to-resolution and support cross-team handoffs.
- Author API documentation and NRQL/GraphQL examples to enable accurate data queries and operational analysis.
- Translate debugging outcomes into user-focused documentation and knowledge-base articles for internal and external audiences.
- Collaborate with engineering and product to surface recurring issues and improve monitoring configurations and documentation.

iOS ENGINEER INTERN

06/2022 - 08/2022

BLAPP - [Link to Website](#)

- Built and documented React / React Native components in TypeScript, producing readable code and clear implementation notes for other engineers.
- Created reproducible test cases and performance notes to support troubleshooting and to inform user-facing guidance.
- Captured implementation decisions and integration steps for shared components and navigation flows to aid maintenance and onboarding.

FRONTEND ENGINEER INTERN

03/2022 - 08/2022

Review With Friends - [Link to Website](#)

- Documented UI components and usage patterns in Storybook to make design intent discoverable and reproducible by engineers.
- Wrote component-level documentation and tests to improve reliability and reduce onboarding time for new developers.
- Developed reusable, type-safe UI components and captured design rationale to support consistent user experiences.

FOUNDING MEMBER

01/2022 - 01/2023

TECH LADIES - [Link to Website](#)

- Led peer code reviews, pair-programming sessions, and mock interviews to improve technical skills and communication within the community.
- Prepared workshop materials and documentation to help members practice interview questions and hands-on coding exercises.