

# ARIANA CRAIN

## TECHNICAL WRITER

### CONTACT

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### 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.