

ANNE-LAURE FRÉANT

Software technical writer

BACKGROUND

Professional with 15 years of experience in the tech sector as a technical content specialist, first in Canada for the travel startup Hopper and then in France for various public institutions (French Ministry of Foreign Affairs, Prime Minister Services Etalab).

I evolved from editorial project management, UX, and content writing towards full-time technical writing in 2020. I gained lots of experience joining the ContentSquare Knowledge Management Team in 2022 for a six months full-time contract as a technical writer. Since then, I work on short and long-term contracts for SaaS companies and startups on creating user guides (QuanticFy, Djust, Hyperline), developers portals (Quable, Akeneo), or both (Wefox) to adjust wording and UX writing on top of writing the documentation.

SKILLS

- API and SaaS technical writing
- Markdown, JSON, YAML
- Github, versioning tools
- CMS & Doc-as-code processes (Readme, Docusaurus, Retype, Mintlify, etc.)
- JIRA, Notion, Trello, Slack
- Basic HTML & CSS, javascript
- Basic command line
- Knowledge base (Confluence)
- Postman and API testing
- Open API spec review
- Bilingual french / english

PORTFOLIO

<https://tech.annelaurefreant.xyz/>

CONTACT

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EXPERIENCE

Technical writer (freelance) (2023-today)

Remote in Europe

- Developer portal writing / update or migration
- User center writing or updating
- Chatbot content writing and testing
- Open API spec testing and editing
- Clients in the field of e-commerce, PIM solutions, insurance portals, billing solutions, digital marketing...

Technical writer / Knowledge manager (2022-2023)

Contentsquare - Knowledge Management Team, France

- Writing and updating product content on Confluence
- Gathering knowledge from SME and product managers
- Writing release notes and contributing to the data portal's evolutions

Data editor (2020-2021)

Prime Minister Services - Etalab (in charge of data.gouv.fr), France

- Enriching and updating the data.gouv.fr platform documentation
- Updating datasets descriptions, metadata and related content
- Writing the platform newsletter, posting dataset updates on social media

UX and technical writer (2015-2020)

Ministry of Foreign Affairs, France

- Consultant for the building, testing and maintaining of a new digital governmental service to help French citizen with reentry from abroad
- UX writing, information architecture, content writing
- Writer of a 100 pages book and of a blog dedicated to reentry

Technical Content Team Lead (2011-2014)

Hopper.com (Montreal, Canada)

- Data entry, testing and technical content curation
- In charge of recruiting, managing and training a team of 10 data entry part-time employees. Tracking metrics. Reporting to CEO.
- In charge of editorial projects like the early Hopper Research Blog along with the lead data scientist

Research assistant (2010-2012)

Geography department - University of Quebec in Montreal

EDUCATION

Sciencespo Paris - Post-Master - School of Public Affairs

Obtained in 2021

University of Quebec in Montreal (UQAM)- Master - Social Sciences

Obtained in 2008