

# Samantha Vixie

## Technical Writer

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<http://samvixie.com>

## SUMMARY

Highly motivated Technical Writer, passionate about making complex topics simple and accessible. Experienced in maintaining and developing both internal and public-facing hardware and software documentation, guides, and resources. Excellent verbal and written communication skills.

## SKILLS

- Hardware and software technical writing
- User guides, hardware setup guides, tooltips, quick start guides
- Knowledge bases, wikis, FAQs
- Print and online editing and proofreading
- Communicating with technical SMEs and software developers
- Workflow documentation
- Product photography
- Writing, formatting, editing wiki pages
- Interviewing and transcribing
- General marketing documentation
- Social media management
- News and feature writing

## SOFTWARE

- Git
- Markdown
- reStructuredText
- HTML & CSS
- XML
- Sphinx Documentation Generator
- Microsoft Office/Google Docs
- Snagit
- WordPress
- MediaWiki
- Gimp
- Photoshop
- Adobe Acrobat
- ClickHelp
- Basic Unix command line
- FreeBSD / FreeNAS setup and installation
- VirtualBox and VMware
- Redmine

## EXPERIENCE

### **iXsystems Inc, San Jose** - *Technical Writer*

April 2016 - January 2019

Worked with a distributed team to write, edit, and publish a public-facing suite of guides and materials for FreeNAS and TrueNAS, two attached storage (NAS) operating systems. Wrote and edited tooltips for the FreeNAS user interface, which is a free open source product. Created and maintained internal training materials and resources documenting processes used by various departments. Responsible for product photography and photo editing for hardware setup guides.

[FreeNAS Mini Motherboard Replacement Guide](#)

[FreeNAS Mini and FreeNAS Mini XL Hardware Upgrade Guide](#)

[Troubleshooting Heat Issues \(Knowledge base article\)](#)

[FreeBSD Journal Conference Report](#)

### **Pinnacle Media, Grand Cayman** - *Photojournalist*

Jan 2013 - Dec 2014 & June 2009 - July 2012

Responsible for weekly health pages and filed daily stories on crime, politics, education, environment, and community affairs for the Cayman Compass newspaper. Wrote the most viewed story on caymancompass.com for 2014, "Topless Woman on Chopping Spree," which highlighted the lack of long term mental health facilities available locally, and led to a series of follow up stories. Special-edition publications include a 500 word experiential piece on kayaking in the heart of Cayman's mangroves for The Ritz-Carlton Grand Cayman, which was published in Key to Cayman magazine.

[Topless Woman on Chopping Spree](#)

[Magic in the Mangroves](#)

### **Uniregistry Corp, Grand Cayman** - *Marketing Director*

May 2013 - Oct 2013

Responsible for outgoing marketing materials and communications for this Internet startup. Performed a research role and created marketing strategies for new products, authored and published press releases, managed social media pages, and wrote copy for corporate web properties.

## EDUCATION

### **Sheffield Hallam University, United Kingdom** - *Bachelor of Arts (Honors) in*

*Communications* (October 2009 - July 2012)