

Samantha Vixie

Technical Writer

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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, setup guides, tooltips
- Knowledge bases, wikis
- Print and online editing and proofreading
- Communicating with technical SMEs and software developers
- Workflow documentation
- Interviewing and transcribing
- Product photography
- Press releases and general marketing
- Social media management
- News and feature writing

SOFTWARE

- FreeBSD / FreeNAS setup and installation
- Git
- Markdown
- HTML & CSS
- reStructuredText
- Sphinx Documentation Generator
- Basic Unix command line
- Gimp
- Photoshop
- Virtual Machine setup and management
- Microsoft Word

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 network attached storage (NAS) operating systems. Wrote and edited tooltips for the FreeNAS user interface. Created and maintained internal training materials and resources documenting processes used by various departments. Responsible for product photography and photo editing for hardware guides.

[FreeNAS Mini Motherboard Replacement Guide](#)

[FreeNAS Mini Network Upgrade Kit](#)

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

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](#)

[Coral Crushed by Cruise Ship Anchor](#)

[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, (Hons) in Communications* (October 2009 - July 2012)

REFERENCES

- Dru Lavigne, iXsystems' Director of Technical Communications
✉ dru@ixsystems.com
- Brent Fuller, Senior Journalist, Cayman Compass
✉ bfuller@pinnaclemedialtd.com