

Claire Riley

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Experience

Technical Writer | Postman | San Francisco, CA | Sept 2019 - current

- Owned documentation gap analysis and resulting breakdown, prioritization of tasks
- Formalized team's content contribution pipeline and processes and iterated on style guide
- Direct docs contributions to improve readability, align content with style guide, and address gaps
- Editorial reviews of PRs for fellow technical writers, evangelists, and engineers
- Coordinate docs for squads without an assigned writer
- Create FAQs from monthly live webinar chat exports
- Owned social media messaging, tracked engagement, interacted with social community (2 mos.)
- Authored monthly newsletter (2 mos.)
- Edited, managed publishing of blog posts (2 mos.)

Customer Success Manager | Postman | San Francisco, CA | March 2018 - September 2019

- Authored internal and external documentation, assisted with marketing materials
- Drafted and executed small- to mid-scale customer outreach campaigns
- Converted prospective customers into sales, provided end-to-end support from contractual negotiations to onboarding, coaching and maintaining customer satisfaction
- Communicated feature requests, enhancement opportunities, and bugs to product and engineering teams; updated customers throughout debugging process
- Managed 300+ enterprise and key accounts including Philips, Atlassian, Cvent

Customer Success Specialist | Postman | San Francisco, CA | April 2017 - March 2018

- One of three providing technical and non-technical support to several million platform users
- Created Help Center content and iterated upon existing articles
- Communicated features, capabilities, and debugging steps to technical and non-technical users
- Identified, researched, and recreated reported issues; involved engineers only as necessary
- Coordinated research and legal reviews requiring internal and external communications

Teacher | Girls Who Code Summer Immersion Program | San Ramon, CA | May - August 2016

- Led class of 20 high school students through basics of Scratch, Python, HTML, CSS, and JavaScript
- Developed teaching materials and projects based on GWC curriculum
- Delegated tasks to two teaching assistants and coordinated with GE Digital hosts and GWC HQ

Education

Bachelor of Science | Ithaca College | May 2016

- Major in Communications, Audio Production; Minors in Computer Science, Web Programming

Skills

Precision-focused | Strong Communicator | Empathetic | Team Player