Corey J. Foard

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EDUCATION

North Carolina State University   **Raleigh, NC**
Master of Arts in English   *2021*

Towson University   **Baltimore, MD**
Bachelor of Arts in English   *2017*

WORK EXPERIENCE

Fetch Rewards   **Remote**
Documentation Manager   *February 2022 - March 2023*
- Lead and implemented Fetch's knowledge management strategy for internal Product and Technology teams, using Atlassian Confluence.
- Worked closely with stakeholders and subject matter experts to write documentation to support new and existing products, features, and services.
- Established a docs-as-code documentation workflow for development teams.
- Created internal documentation style guide and templates to facilitate standardized documentation and coach best practices.
- Supported product teams by writing B2B product documents, user onboarding guides, and help articles.

Pluralsight   **Remote**
Technical Documentation Specialist   *September 2021 - February 2022*
- Worked with Product, Engineering, and Marketing teams to gain an in-depth understanding of Pluralsight products, in order to create detailed technical support documents.
- Tested product features and reviewed existing Help Center articles to ensure documentation accurately represented the product and improved content usability.
- Identified product release timelines and created release deliverables, such as release notes for end-users and Product Release documents for internal use.
- Collaborated with other members of the Pluralsight Flow documentation team in order to identify and improve Support's utilization of UX and UI best practices.

Premier Roofing Company   **Denver, CO**
Technical Writer   *September 2018 - July 2019*
- Wrote 20-50-page position-specific instruction manuals designed to guide daily workflows throughout the company's five national branches.
- Edited and formatted technical documents and reference materials into Google Sheets in order to deliver the most concise instructions for Premier employees.

SKILLS

DITA, Oxygen XML, HTML, CSS, Markdown, Docs-as-Code, Topic-based-authoring, Confluence, Jira, Bitbucket, Adobe FrameMaker, Github, Microsoft Office suite, Google product suite, Google Analytics, Wrike, LeanKit, Loom, Snagit, Docusaurus, KnowledgeOwl, Zendesk, Figma, Slack, and VS Code.