

# Corey J. Foard

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## EDUCATION

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**North Carolina State University**  
*Master of Arts in English*

**Raleigh, NC**  
2021

**Towson University**  
*Bachelor of Arts in English*

**Baltimore, MD**  
2017

## WORK EXPERIENCE

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### Command Alkon

**Remote**

*Senior UX Writer*

*May 2024 - Present*

- Work closely with Product, Product Marketing, and Product Design teams to shape and execute in-product content and messaging strategy.
- Write, edit, and test clear, meaningful in-product content, including product flows, UI language, educational materials, navigational nomenclature, terminology, taxonomies, and other content across Command Alkon products and experiences.
- Work with Product Managers, Engineers, Customer Operations and other content developers to create and ensure a cohesive voice and language across products and platforms.
- Use data, user research, and performance metrics to continually optimize existing site experiences and identify areas for improvement.

*UX Writer*

*May 2023 - April 2024*

- Lead new feature adoption by publishing in-app content including, product tours, user flows, and feature announcement videos, using WhatFix DAP.
- Coordinated the product documentation strategy for internal and external stakeholders by creating release deliverables, such as release notes, product specs, product websites, and online help articles.
- Created documentation style guide and templates to facilitate standardized documentation and best practices.
- Produced high-quality, clear, accurate, and complete content (Discovery documents, implementation guides, online help, UX tooltips, how-to videos scripts, etc.) with no errors, within established deadlines.

### Fetch Rewards

**Remote**

*Documentation Manager*

*February 2022 - March 2023*

- Lead and implemented Fetch's knowledge management strategy for internal Product and Technology teams.
- 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.

### 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.

**Premier Roofing****Denver, CO***Technical Writer**August 2018 - July 2019*

- Wrote 20-50-page instruction manuals and SOP documents designed to guide daily workflows throughout the company's five national branches.

**SKILLS**

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DITA, Oxygen XML, HTML, Markdown, Docs-as-Code, Topic-based-authoring, Confluence, Jira, Bitbucket, Adobe FrameMaker, Github, Microsoft Office suite, Google product suite, Google Analytics, Salesforce, Synthesia, Snagit, Camtasia, SharePoint, WhatFix, Docusaurus, KnowledgeOwl, Zendesk, Figma, and VS Code.