

Corey J. Foard

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EDUCATION

North Carolina State University
Master of Arts in English

Raleigh, NC
2021

Towson University
Bachelor of Arts in English

Baltimore, MD
2017

WORK EXPERIENCE

Fetch

Documentation Manager

Remote

February 2022 - March 2023

- Defined and implemented the knowledge management strategy for Fetch's internal knowledge base with the goal of creating high-quality, trusted, and searchable content for our Product and Technology teams.
- Worked closely with stakeholders and subject matter experts to develop documentation to support new and existing products, features, and services.
- Established a docs-like-code documentation workflow for development teams.
- Created internal documentation style guide and templates to facilitate standardized documentation and best practices.
- Supported product teams by writing B2B product documents, patent applications, and technical white papers.

Pluralsight

Technical Documentation Specialist

Remote

September 2021 - February 2022

- Worked with Product, Engineering, and Marketing to create technical documents for Pluralsight products.
- Identified release timelines and created release deliverables, such as release notes for end-users and Product Release documents for internal use.
- Tested product features and reviewed existing Help Center articles to ensure documentation accurately represented the product and improved content accessibility, quality, maintainability, and usability.
- 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

Technical Writer

Denver, CO

October 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.

Archbishop Curley High School

English Teacher

Baltimore, MD

August 2017 - August 2018

- Constructed and maintained instructional documents, such as syllabuses and departmental resources, using Microsoft Word, Excel, and PowerPoint.
- Organized over 70 unique lesson plans using technology to model, teach, and assist learners relative to instruction and activities.

SKILLS

DITA, Oxygen XML, HTML, CSS, Markdown, Confluence, Jira, Bitbucket, Adobe FrameMaker, Github, Microsoft Office suite, Google product suite, Wrike, LeanKit, Docusaurus, KnowledgeOwl, Figma, Slack, and VS Code.