

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

Command Alkon

Remote

Senior UX Writer

May 2024 - Present

- Work closely with Product, Product Marketing, and Product Design teams to shape and execute the 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

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, Wrike, LeanKit, Snagit, Camtasia, SharePoint, WhatFix, Docusaurus, KnowledgeOwl, Zendesk, Figma, and VS Code.