

# Corey J. Foard

Denver, CO | <https://www.linkedin.com/in/corey-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**

*Technical/UX Writer*

*May 2023 - Present*

- Work closely with Product and Design teams to drive UI/UX content strategy for the Command Alkon product suite.
- Coordinate 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.
- Create documentation style guide and templates to facilitate standardized documentation and coach best practices.

### 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.
- 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.

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