**Corey J. Foard**

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

**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**

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.