

# Jared Peeler

Technical Writer

**Email:** [jaredpeeler@gmail.com](mailto:jaredpeeler@gmail.com) | **Phone:** 1-336-501-8802 | **Location:** Rochester, NY

**LinkedIn:** [linkedin.com/in/jaredpeeler](https://www.linkedin.com/in/jaredpeeler) | **Portfolio:** [www.jaredpeeler.com](http://www.jaredpeeler.com)

## SKILLS

- **General:** Visual communication, Clear/concise communication, Audience analysis, Research, Testing/Quality assurance, Project management, Docs-as-code workflow, Accessibility principles, Graphic design, Structured authoring
- **Tools:** Snagit, Markdown, AsciiDoc, Zendesk, Salesforce, Figma, Adobe Creative Suite, MadCap Flare, MkDocs, Jekyll, Jira/Confluence, Visual Studio Code, Azure DevOps, GitHub, Pendo, Google Analytics, Doc Detective, Readme
- **Programmatic:** Command-line Git, JavaScript, CI/CD, HTML, CSS, YAML/JSON, OpenAPI/Swagger

## WORK EXPERIENCE

**Documentation Manager**, *Waste Harmonics, Victor, NY (Onsite)*

Waste Management Broker | *October 2023 - Present*

- Head writer of internal standard operating procedures, policies, work instructions, and reference materials.
- Built a curated internal knowledge base using a docs-as-code workflow, MkDocs static site generator, deployed to Azure Static Web Apps, and source-controlled with Git.
- Set up testing automation to manage outdated content and automatic screenshot updates.
- Collaborated with department heads to develop and streamline new inter-departmental processes.
- Documentation types: Conceptual Overviews, SOPs, Policies, Flowcharts, Work Instructions, Reference Material, User Guides

**UX/Technical Writer**, *Eventus, Austin, TX (Remote)*

SaaS Stock Market Surveillance | *November 2021 - May 2023*

- Sole writer for SaaS customer-facing UI and conceptual documentation.

- Built the Zendesk Help Center that reduced support ticket resolution time and helped Sales with new signings.
- Set up and administered Pendo for usage tracking and in-app guidance that directly affected new product strategies, user experience design, and customer onboarding.
- Managed and curated the internal Confluence wiki, supporting internal processes and developer documentation.
- Wrote, edited, and narrated video overviews of product features using Adobe Creative Cloud.
- Wrote new UX copy for the revamped version of the app.
- Documentation types: Conceptual Overviews, UX copy, UI documentation, In-app Guides, Videos, Product Announcements

### **Lead Technical Writer, *DirectScale, Orem, UT (Hybrid)***

SaaS Direct Sales Management | *October 2019 - November 2021*

- Promoted from intern to Technical Writer to Lead Technical Writer.
- Built the Zendesk Help Center with over 700 docs that reduced support ticket resolution time and helped Sales with new signings.
- Built a Readme.io developer documentation site featuring conceptual overviews, code examples, and Rest/.NET API documentation.
- Wrote, edited, and narrated video overviews of product features using Adobe Creative Cloud.
- Documentation types: Conceptual Overviews, How-tos, Tutorials, Troubleshooting, Quick Start Guides, Videos, Developer Documentation, API Documentation, Weekly Release Notes

### **Technical Writing Intern, *Zaxis, West Valley City, UT (Remote)***

Medical Device Manufacturer | *May 2018 - August 2018*

- Writing, designed, and published a user guide for a new device launch.
- Interviewed engineers, managers, and marketing to get expert information.
- Documentation types: User Guide

## **EDUCATION**

### **Bachelor of Arts in English, *Appalachian State University, Boone, NC***

*August 2018*

- Concentration In Professional Writing
- Minor in Art