

Jared Peeler

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Portfolio: www.jaredpeeler.com

SKILLS

- **General:** Writing/Editing, Project Management, User Experience (UX) Principles, Content Strategy, Video Creation, and Graphic Design.
- **Tools:** MadCap Flare, Zendesk, SharePoint, Confluence, Readme, Paligo CCMS, Pendo, WordPress, Absorb LMS, Adobe Creative Suite, Visio, Microsoft Office, Google Suite, Figma, SnagIt, and NetSuite
- **Development:** HTML/CSS, Docs-as-code Workflows, Open API/Swagger, Static Site Generators (Mkdocs, Astro, Docusaurus, DocFX), JavaScript, Git, Python, C#, Jira, Azure, and AWS
- **Markup:** Markdown, AsciiDoc, DITA, reStructuredText, and Mermaid

EXPERIENCE

Technical Document Manager - Waste Harmonics - Victor, NY (Onsite)

10/2023 - Present

- Documented internal team processes via SOPs and flowcharts.
- Built the internal knowledge base in SharePoint, hosting hundreds of PDFs with consistent style throughout.
- Configured MadCap Flare for content publishing, using Git for version control.
- Collaborated with the Learning and Development Manager to create training modules and curricula, improving training company-wide.

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

11/2021 - 03/2023

- Wrote over 100 docs aimed at RegTech audience.
- Aligned documentation with release, producing a package containing video walkthroughs, feature documentation, internal wikis, and in-app announcements.
- Set up and launched Pendo for usage tracking and in-app walkthrough guides and announcements.
- Revised the app's UX copy throughout to fit the style guide and provide succinct useful information.

Lead Technical Content Developer - DirectScale - Orem, UT (Hybrid)

10/2019 - 11/2021

- Wrote over 700 docs aimed at both end-users and developers alike.
- Wrote REST API conceptual and endpoint documentation aimed at getting the developer to their first 200 status as quickly as possible.
- Created a developer reference site with code generated documentation using DocFX.
- Copy edited every document written by the content development team.
- Created dozens of video walkthroughs using Adobe Audition and Premiere.
- Used Agile methodologies to manage a content development team composed of another writer and myself.

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

05/2018 - 08/2018

- Wrote a ~60-page manual for a new product launch, including creating the layout and graphics.
- Collaborated with engineers and marketing SMEs to learn about the product and discover the best way to teach its value.

Web Design Intern - Appalachian Voices - Boone, NC (Onsite)

05/2014 - 07/2014

- Designed slides for homepage slideshow advertising articles.
- Coded a new online presence for the Voice magazine.
- Laid out a two-page spread for the July 2014 issue of the Voice.

Web Designer - Super Race Systems - Garrison, NY (Remote)

03/2012 - 08/2016

- Designed and coded microsites for event races.
- Worked with marketing managers with site design and web content copy.
- Provided yearly maintenance and updates on microsites.

EDUCATION

Bachelor of Art in English - *Appalachian State University*

- Concentration In Professional Writing
- Minor in Art

Certificate of Web Technologies - *Guilford Technical Community College*