

Jared Peeler

Technical Writer

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Portfolio: www.jaredpeeler.com

SKILLS

- **General:** Writing/Editing, Project Management, User Experience (UX) Principles, Content Strategy, Video Creation, 508 Accessibility Standards, 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 Documentation Manager

Waste Harmonics - Victor, NY (Onsite)

2023 - Present

- In charge of all internal standard operating procedures, policies, and training materials.
- Standardized the content strategy, style guide, and content creation workflow.
- Managed the single-source of truth for all content in MadCap Flare, making use of variables, snippets, and multi-destination PDF publishing to maintain consistency and reduce update time.
- Built the document repository in SharePoint, making use of UX principles to improve content discoverability.
- Decreased new employee onboarding time by developing training materials for asynchronous learning.

UX/Technical Writer

Eventus - Austin, TX (Remote)

2021 - 2023

- Standardized the UX content style guide and in-app UX copy.
- Created the internal Zendesk Help Center, building the theme and writing the conceptual overviews/how-to articles/videos for every feature in the system.
- Used Pendo to tag every element for usage tracking and crafted in-app walkthrough guides/feature announcements.
- Decreased sales closing timeframe by providing documentation that proved the product's value to new prospects.

Lead Technical Content Developer

DirectScale - Orem, UT (Hybrid)

2019 - 2021

- Lead writer of over 700 docs aimed at both end-users and developers alike, setting the style and workflow for others to follow.
- Used Agile methodologies to manage a content development team composed of another writer and myself.
- Built robust knowledge bases in Zendesk and Readme featuring conceptual overviews, how-tos, videos, and code examples for multiple audiences.
- Reduced support ticket resolution time, with support reps linking to troubleshooting, how-tos, and videos to resolve customer queries.

Technical Writing Intern

Zaxis - West Valley City, UT (Remote)

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.

EDUCATION

Bachelor of Art in English

Appalachian State University

- Concentration In Professional Writing
- Minor in Art

Certificate of Web Technologies

Guilford Technical Community College