

Jared Peeler

Technical Writer

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Location: Rochester, NY

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SKILLS

- **Technical Writing:** API documentation, user guides, SOPs, release notes, UX copy
- **Content Strategy:** Information architecture, style guides, docs-as-code workflows
- **Core Competencies:** Visual communication, audience analysis, accessibility, structured authoring
- **Documentation Platforms:** MadCap Flare, MkDocs, Jekyll, Readme.io, Zendesk, Confluence, Notion, Word
- **Development Tools:** Git, Visual Studio Code, Azure DevOps, GitHub
- **Web Technologies:** HTML, CSS, JavaScript, YAML/JSON, Python
- **Design & Multimedia:** Adobe Creative Suite, Figma, Snagit
- **API Documentation:** OpenAPI/Swagger, REST APIs
- **Analytics & Testing:** Pendo, Google Analytics, Doc Detective

PROFESSIONAL EXPERIENCE

Documentation Manager | Waste Harmonics Keter

Enterprise Waste Management Solutions Provider | October 2023 - Present

- Built internal knowledge base using MkDocs and Azure Static Web Apps featuring process guides, policies, instructions, and training materials
- Established automated testing workflows for content validation and screenshot updates
- Created and maintained company-wide documentation standards and templates
- Collaborated with department heads to document and optimize cross-functional workflows

UX/Technical Writer | Eventus

Financial Market Surveillance Platform | November 2021 - May 2023

- Designed and launched Zendesk Help Center with product documentation and troubleshooting docs, measurably reducing support ticket resolution time
- Implemented and managed Pendo analytics and in-app guidance to improve user onboarding
- Led UX writing initiatives for platform redesign, enhancing user experience
- Developed and maintained internal Confluence wiki for developer documentation
- Created video tutorials and feature documentation supporting enterprise client adoption

Lead Technical Writer | DirectScale

Direct Sales Management Platform | October 2019 - November 2021

- Built and maintained Zendesk knowledge base with over 700 articles
- Created developer documentation featuring conceptual overviews, code examples, and API documentation using Readme.io
- Produced weekly release notes and feature announcement videos
- Progressed from intern to Lead Technical Writer based on documentation impact

Technical Writing Intern | Zaxis

Medical Device Manufacturer | May 2018 - August 2018

- Created user documentation for new medical device launch
- Collaborated with engineering and marketing teams to gather technical requirements
- Delivered comprehensive user guide, meeting product launch deadlines

EDUCATION

Bachelor of Arts in English | Appalachian State University *Concentration in Professional Writing, Minor in Art* | August 2018