

Jared Peeler

Technical Writer

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PROFESSIONAL SUMMARY

Technical writing leader with 5+ years of experience creating user-centered documentation for SaaS platforms, APIs, and enterprise software. Proven track record of implementing modern documentation workflows that reduce support burden and accelerate user adoption.

SKILLS

Documentation Expertise

- 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

Technical Tools

- Documentation Platforms: MadCap Flare, MkDocs, Jekyll, Readme.io, Zendesk
- Development Tools: Git, Visual Studio Code, Azure DevOps, GitHub
- Design & Multimedia: Adobe Creative Suite, Figma, Snagit

Technical Skills

- Web Technologies: HTML, CSS, JavaScript, YAML/JSON
- API Documentation: OpenAPI/Swagger, REST APIs
- Analytics & Testing: Pendo, Google Analytics, Doc Detective

PROFESSIONAL EXPERIENCE

Documentation Manager | Waste Harmonics

Enterprise Waste Management Solutions Provider | October 2023 - Present

- Built comprehensive internal knowledge base using MkDocs and Azure Static Web Apps

- 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 comprehensive Zendesk Help Center, 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