

# Jared Peeler

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## SKILLS

- **General:** Editing, User Experience (UX) Copy, Technical Documentation, Product Management, Video Editing, and Graphic Design.
- **Languages:** Markdown, AsciiDoc, Git, HTML, and CSS.
- **Software:** MadCap Flare, Zendesk, Adobe Creative Suite, Microsoft Office Suite, Visio, Google Suite, Confluence, GitHub, Jira, Azure, AWS, Figma, Pendo, WordPress, and Readme.

## EXPERIENCE

### **Technical Document Manager** - Waste Harmonics | Keter - Victor, NY (Onsite)

NOVEMBER 2023 - Present

*INDUSTRY: Waste Management*

- Wrote process documentation (procedures and flowcharts) for each department.
- Created standardized documentation templates and company style guide for future contributors.
- Set up and launched a SharePoint Training Center, hosting the procedures.
- Configured a MadCap Flare project, making use of snippets, variables, conditions, and multi-channel publishing.

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

NOVEMBER 2021 - MAY 2023

*INDUSTRY: Stock Market Trade Surveillance*

- Launched Zendesk help center with over 100 docs aimed at a finance compliance audience covering key features, configuration, and regulatory information.
- Created video walkthroughs, feature documentation, internal wikis, and in-app announcements ready on release day.
- 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.

### **Technical Content Developer** - DirectScale - Orem, UT (Hybrid)

OCTOBER 2019 - NOVEMBER 2021

*INDUSTRY: MLM/Affiliate Marketing*

- Launched Zendesk help center with and wrote/edited over 700 docs aimed at both end-users and developers alike.
- Created dozens of video walkthroughs using Adobe Audition and Premiere.
- Reduced support time by implementing self-serve resources.
- Wrote REST API conceptual and endpoint documentation aimed at getting the developer to their first 200 status as quickly as possible.
- Assisted with video editing and website updates for marketing.

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

MAY 2018 - AUGUST 2019

*INDUSTRY: Medical Testing Devices*

- Wrote a ~60 page manual for a new product launch, including creating the layout and graphics aimed at a medical audience.
- 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)

May 2014 - June 2014

*INDUSTRY: Environmental Journalism*

- 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)

MARCH 2012 - AUGUST 2016

*INDUSTRY: Event Marketing*

- 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**

### **Appalachian State University**, Boone, NC - *Bachelor's in English*

- Concentration In Professional Writing
- Minor in Art