

Barb Adair

Technical Writer

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412-242-1308

## Employment History

### **TeleTracking Technologies, Inc**

13 yrs 3 mos

#### **Technical Writer III**

Full-time, Remote

Sept 2013 - Nov 2023 · 10 yrs 3 mos

Pittsburgh, Pennsylvania, United States

Researched and wrote online help and user guides; installation and upgrade guides; technical information references; release notes; features and benefits documents; and implementation guides in support of the Software Development Life Cycle. Created and managed user documentation for several projects simultaneously with shifting priorities and deadlines. Collaborated with other departments, such as marketing, sales, training, chatbot, implementation, development, product management and user experience design teams. As lead writer, on-boarded and trained junior writers. Participated in Agile development process including standups, sprints, and releases of varying lengths. Documented cloud and on-premise applications. Worked with international teams. Interfaced with translation vendor and published translated help content.

Skills: Agile Environment · Research Skills · Clarity · Organization Skills · Active Listening · Task Driven · Flexibility · Collaborative

#### **Technical Writer II**

Sept 2010 - Sept 2013

Full Time, On-site

**Deliverables for both Technical Writer II and III:** Online help; user guides; installation and upgrade guides; technical information references; release notes; technical bulletins; features and benefits documents; and implementation guides.

### **Marketing Communications Specialist**

Prequel Solutions

Mar 2008 - Mar 2009 · 1 yr 1 mo

Wrote user documentation. Designed and created Websites using the Adobe CS3 suite.

## **Senior Graphic Designer**

Accenture (formerly H. B. Maynard and Company, Inc.)

Oct 2007 - Jan 2008 · 4 mos

## **Senior Graphic Designer**

H. B. Maynard and Company, Inc.

Feb 2000 - Oct 2007 · 7 yrs 9 mos

## Skills and Tools

- Expert skill level with Madcap Flare (Help authoring tool) for generating HTML5 files, Microsoft Word, PowerPoint, Snagit.
- Proficient skill level with Microsoft Excel.
- Familiar with Bitbucket and SourceTree, including:
  - Generating and merging Pull Requests for final output to development and production (master).
  - Staging, Committing and Pushing updates to source files.
  - Fetching and Pulling updates to source files.
- Familiar with Jira. Used Jira to communicate with other teams and to track my own work in a transparent manner.
- Experienced creating pages to post internal user documentation on Confluence.
- Experienced creating articles for external client site on Salesforce.
- Proficient in general research for user documentation including interviews with subject matter experts and use of the product.
- Proficient at interfacing and collaborating with other departments, such as Development team, Product management team, Client Services team, User Experience Design team, Training, Chatbot team, and Marketing team.
- Flexibility as demonstrated by:
  - Self-taught Flare.
  - Voluntarily assumed management of Help and User Guide translation, including assisting the translator to set up and understand the interface. Developing the translation build and deployment process.
  - Trained multiple co-workers.
- Organizational skill to manage the user documentation for multiple projects at once.

## Education

Boston University

BA, English Literature

Virginia Commonwealth University

BFA, Communication Art and Design