### **Elliott White**

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### **PROFESSIONAL EXPERIENCE**

**BCS Allegient — Washington, DC**  
Technical Writer | Oct 2023 - Present

* Partnered with engineers and product teams to produce clear and engaging user manuals, quick-start guides, and release notes for Department of Energy software, reducing help desk inquiries by 25%.
* Streamlined workflows and improved team collaboration using **Microsoft Azure**, enhancing project efficiency.
* Managed concurrent documentation projects using **Agile methodologies**, consistently delivering high-quality technical content ahead of deadlines.
* Authored press releases and blogs to communicate key initiatives to external stakeholders, blending storytelling and technical accuracy.

**Central Plateau Cleanup Committee — Richland, WA**  
Senior Work Planner | Dec 2022 - Oct 2023

* Created planning documents for $75M nuclear facility projects, ensuring full regulatory compliance and government approval.
* Developed visually compelling materials and progress aids, improving contractor understanding and streamlining project delivery.
* Maintained meticulous safety documentation for multiple projects, emphasizing clarity and compliance for stakeholders.

**Zefr — Los Angeles, CA**  
Lead Technical Writer / Project Manager | Oct 2021 - Dec 2022

* Translated complex **AI and machine learning** concepts into engaging, user-friendly documentation, enabling cross-functional understanding and reducing support tickets by 30%.
* Created and maintained **release notes, FAQs, and user guides**, standardizing processes to reduce delivery times by 20%.
* Collaborated with product managers and engineers to ensure technical accuracy and content alignment with user needs.

**ServiceTitan — Glendale, CA**  
Technical Writer | Mar 2019 - Oct 2021

* Authored FAQs, **user guides**, and **release notes** for 500+ SaaS product features, boosting onboarding efficiency and reducing support calls by 15%.
* Pioneered a standardized release notes framework, improving delivery timelines and maintaining consistent messaging.
* Designed training materials and SOPs that improved productivity by 25% across multiple teams.

**Freelance — Orange County, CA**  
Technical Writer | Jul 2018 - Mar 2019

* Standardized documentation across 8 departments for over **10,000 users**, enhancing accessibility and user satisfaction.
* Created scalable templates and documentation workflows, reducing content development time by 30%.

### **KEY TECHNICAL WRITING PROJECTS**

**Zefr — AI-Driven Product Documentation**

* Produced release notes and user guides for machine learning products, simplifying technical concepts for a broad audience and improving adoption.
* Established documentation guidelines to ensure consistency and reduce delivery times by 15%.

**ServiceTitan — New Feature Rollouts**

* Developed **step-by-step guides** and multimedia tutorials for new software features, reducing support requests by 40% and driving user engagement.

### **EDUCATION**

**Master of Business Administration**  
Western Governors University — Salt Lake City, UT (Est. Aug 2025)

**Bachelor of Arts in English**  
Washington State University — Richland, WA (Dec 2017)

### **TECHNICAL SKILLS & TOOLS**

**Documentation Tools**: Madcap Flare, Confluence, Contentful, Snagit, Camtasia  
**Project Management**: Jira, Aha, Azure DevOps, Salesforce, Looker  
**Content Creation**: HTML, GitHub, Microsoft Office Suite, Google Suite  
**Design & Multimedia**: Figma, Adobe Illustrator, Photoshop, Snagit, Camtasia

**Skills**:

* Technical Writing: **Software Documentation**, **Release Notes**, **FAQs**, User Guides
* Project Management: **Agile Methodology**, Cross-functional Collaboration, SOP Development
* Content Strategy: Knowledge Base Management, Content Gap Analysis
* Tools & Technologies: SaaS Platforms, Machine Learning, UX Writing