

Emmaline Rice

Technical Writer

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SUMMARY

Highly-organized and detail-oriented linguist, writer, and content creator with five years of experience and a talent for simplifying complex technical and scientific information. Once escaped attack by a mountain lion unscathed.

SKILLS & CERTIFICATIONS

Technical Writing and Editing | Information Architecture Design; Basic API Documentation; UX Research and Writing; Copywriting; Usability Testing; Conducting SME and Salesperson interviews; Advanced Research; Content Design and Management

Proposal Management, Project Management, and Productivity Software | Loopio; Salesforce; Notion; MS SharePoint, Teams, and Outlook; Gmail; Zoom; Skype; Slack; Discord; JIRA; Agile Methodologies; Google Sites; APMP Foundation-Level Certification (CF APMP) – In Progress, Anticipated May 2025

Programming, Statistics, & Related Software | R & RStudio; JSON; Basic JavaScript; Visual Studio Code; Markdown; HTML; CSS; Docusaurus; Hugo; Content-Management System Tools; Docs-as-code and Agile Tools & Processes (Netlify; JIRA); Praat

Word Processing and Editing Software | MS Excel, Powerpoint, Word, & OneDrive; Google Drive, Docs, Sheets, Slides, & Forms

Design Software | Procreate; Adobe Acrobat, Photoshop, Illustrator, & InDesign; Canva; iMovie; DaVinci Resolve 18; Snagit

RELEVANT EXPERIENCE

Proposal Manager | i3 Verticals, Remote

November 2024 – Present

- Leads the end-to-end RFX process, including RFPs, RFIs, and RFQs, ensuring timely and compliant submissions in both digital and print formats as part of a team that won \$20 million in proposal contracts in 2024
- Edits technical and legal content to enhance clarity and ensure compliance with RFX requirements
- Coordinates and collaborates with 8+ cross-functional teams, including Sales, Legal, Compliance, and Security, to develop high-quality, technical proposal content
- Manages and maintains both Salesforce and the Content Management System information architecture, developing reusable SaaS content for proposals within a library containing 120+ responses
- Develops and administers training on content management systems and RFX content library reviews

Content Editor/Technical Writer | i3 Verticals, Remote

April 2024 – November 2024

- Oversaw the creation, editing, and packaging of numerous technical and legal documents supporting 47 RFX responses
- Managed and updated the content library and SME contributions, ensuring accuracy and alignment with current brand standards across 7 verticals and 300+ users
- Planned and wrote comprehensive training materials and manuals for onboarding new hires by documenting the team's existing RFX processes, including software usage guides

Technical Writer Intern | MCNC, Raleigh, NC & Remote

June 2024 – September 2024

- Collaborated with Network Engineering and Operations teams to update and enhance over 50 internal wiki pages containing how-to guides, diagrams, and process guides
- Created user-friendly hardware and software documentation to support both the onboarding and training of engineering staff and existing users

Technical Writer | Evolution Safety Resources, Raleigh, NC

July 2022 – November 2022

- Planned and wrote internal operating procedures, policies, training materials, safety manuals, and sales literature for a variety of audiences
- Conducted interviews and gathered data to create OSHA-compliant safety plans and manuals tailored to client needs

EDUCATION

B.A. English: Rhetoric and Professional Writing | North Carolina State University, Raleigh, NC

Anticipated July 2025

M.A. Language and Communication Research | Cardiff University, Cardiff, United Kingdom

Awarded 2019

B.A. English Language & Linguistics | Cardiff University, Cardiff, United Kingdom

Awarded 2017