

# Melanie Allen

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Dynamic communications professional who brings skills in technical writing, information design, instructional design, product marketing, and cross-departmental team collaboration. Proven ability to manage documentation in multiple industries and using analytics to make continuous improvements

## Skill Summary

Technical Communication  
Product Marketing  
Software Documentation  
Manufacturing Documentation  
Installation Manuals  
Version Control  
SME Interviews  
Research  
Remote Team Collaboration  
Multimedia Development  
Graphic Design  
Instructional Design  
Human Computer Interaction

### *Tool Proficiency*

Markdown, ASCIIDOC, HTML, CSS, JS, CMS, YAML, GIMP, Inkscape, OpenSCAD, LibreOffice, Adobe Creative Pro, Microsoft Office

## Professional Experience

### Movius

*Product Marketing | March 2020 – March 2025*

- Managed the MultiLine Help Center
- Wrote blogs using SEO techniques
- Collaborated with product managers on positioning and messaging
- Created sales enablement materials
- Assisted with planning marketing events

### US Tech Solutions

*Technical Writer | April 2010 – October 2016*

- Collaborated with the Fiber Education Team to maintain the Customer Service Knowledge Base

for Google Fiber

- Scoped change impacts across documentation types.
- Participated in a complete revamping of the organization of our reusable content.
- Bootstrapped the new Sales knowledge base with materials from the CSR knowledge base.
- Used SEO techniques to optimize retrieval of information for techs on the job.

## **TOTO USA**

*Technical Writer | April 2010 – October 2016*

-Created installation manuals using Adobe InDesign

## **Southern Polytechnic State University**

*Technical Writer | April 2010 – October 2016*

-Created installation manuals using Adobe InDesign

## **Education**

**Southern Polytechnic State University** | 2012 | B.S. Technical Communication

**Rockdale Magnet School** | 2007 | Graduated with honors

## **Certifications**

**Southern Polytechnic State University** | 2012 | B.S. Technical Communication

**Rockdale Magnet School** | 2007 | Graduated with honors

## **Talks**

**Southern Polytechnic State University** | 2012 | B.S. Technical Communication

**Rockdale Magnet School** | 2007 | Graduated with honors