

Melanie Allen

404-468-1620

melanienallen@gmail.com

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

March 2020 - March 2025

Product Marketing

- 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

July 2004 - October 2016

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

-Created installation manuals using Adobe InDesign

=== Education

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

Rockdale Magnet School | 2007 | Graduated with honors