

# Michelle McCausland

Technical Writer, Front End Developer

heymichellemac@gmail.com

heymichellemac.com

Waterford, Ireland

## Profile

I'm a Technical Writer and Front End Developer with over 8 years of professional experience in writing user guides and building websites with a design mindset.

## Experience

### Errigal Inc.

#### Technical Writer & Content Creator Mar 2022 - Jun 2023

- Created and maintained technical documentation including user guides, release notes, and internal guides in line with development sprint cycle.
- Wrote documentation in purpose-built project using Markdown, Pandoc, Python. Managed in Bitbucket (Git).
- Deployed technical documentation during software releases using Jenkins.
- Collaborated with developers, ops team, test team to produce over 20 user guides that enabled users to carry out their work and reduce volume of support tickets generated.
- Worked on front-end development of Angular applications for over a year.
- Developed design wireframes and mockups in Figma and performed usability reviews of applications in each sprint.

#### Business Support Apr 2018 - Mar 2022

- Improved existing technical documentation, standardized customer release notes, and created custom release flyers based on release notes.
- Worked on migration of all technical documentation from Microsoft Word to custom-built project using Markdown, Python, and Pandoc.
- Standardized the usability design process and advocated for minimum quota of UI/UX-related tickets per sprint. Managed these tickets in Jira.
- Performed regular usability reviews and offered proposed design solutions through wireframes and mockups created in Figma.
- Established suite of training videos for newly onboarded employees using Premier Pro.
- Consulted on development of the company website built in WordPress. Was responsible for website maintenance including managing job listings and updating wording on pages.

#### Technical Support Coordinator Dec 2014 - Mar 2018

- Established the technical documentation process. This involved creating a suite of user guides and release notes in Microsoft Word based on my experience working in operations.
- Developed the operations team while streamlining the support process using Jira, Microsoft Excel, and internal ticketing application to manage support queues and organize projects.
- Led daily stand-ups and created weekly reports using Jira and internal reporting application to track success.
- Assisted customers with technical operations issues via phone, email, and video calls.

### Emagine

#### Junior Web Support Technician May 2019 - Dec 2019

- Worked with CMS tools (WordPress, Craft, ExpressionEngine) to develop websites that adhered to bespoke style guides.
- Performed comprehensive website testing to identify issues and improvements.
- Communicated with customers via phone and email to troubleshoot and resolve technical issues.
- Content entry into variety of CMS systems.

## Links

→ LinkedIn: [/in/michellemccausland](https://www.linkedin.com/in/michellemccausland)

→ Github: [heymichellemac](https://github.com/heymichellemac)

## Specialities

Technical Writing

Building Websites

Front End Development

UX Design

## Tools & Technologies

Angular Adobe XD Balsamiq

Bitbucket CSS Figma Git

GitHub HTML Jekyll Jira

JavaScript Markdown MS Office Suite

mySQL Netlify Notion Obsidian

Photoshop SASS Tailwind CSS

Todoist Visual Studio Code WordPress

## Education

### MSC Computing (Communication Software)

2016 · Waterford Institute of Technology

Completed 2 part-time modules - Enterprise Web Development, User Experience & Design.

### BSC Multimedia Applications Development

2010 - 2013 · Waterford Institute of Technology

Course completed with distinction.