Katherine Weagle

**Experience**

## Senior Technical Content Developer

## RSA Security | 2017 - Present

* Writing, editing, and revising documentation and user interface content in multiple formats for a complex product.
* Leading a team of five writers responsible for delivering customer documentation for the entire RSA Archer Platform.
* Working in Agile with coworkers in diverse geo-locations.
* Collaborating with the User Experience Design team to create a more user accessible interface.
* Maintaining close collaboration between cross-functional product teams, external globalization partners, and external localization vendors.
* Leading the IDD globalization process through a massive transformation to benefit customers.
* Tracking and writing for multiple diverse features per release on multiple scrum teams.
* Creating feature training and enablement videos using Camtasia.
* Presenting information about our documentation to customers at trainings and new hire orientations.

## Technical Content Developer

## RSA Security | 2012 – 2017

* Wrote, edited, and revised documentation for product development, support services, and end-user activities.
* Led the documentation projects for the Continuous Engineering team, including coordinating posting of localized deliverables.
* Presented information about our documentation to customers.
* Worked with multiple teams on diverse assignments and deliverables.
* Adhering to project schedules and contributing to the timely production of publications in multiple formats.
* Collaborated with cross-functional teams to create effective documentation.

## Associate technical writer    Oracle | 2011 – 2012

* Contributed to the timely production and delivery of product documentation in multiple formats.
* Communicated with multiple product teams and departments.
* Tested, created, and reviewed new and existing documentation.
* Wrote and reviewed release notes, known issues, and updates to guides for multiple releases on various health science products.
* Organized new and existing graphics to improve accessibility.
* Aided in the development of product documentation standards.

**MISCELLANEOUS**

* Marketing Intern at UMass Medical School (2010)
* Writing Tutor at UMass Amherst (2008-2011)
* Presenter at Northeast Writing Center Association (2010, 2012)
* Customer Service Representative at Shaw’s Supermarkets (2005-2010)

**Contact**

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**Objective**

I am an experienced writer with a strong background in technical communication, information design and development, release and project planning, editing, collaboration, and telecommuting.   
  
I believe that effective information design and user access are key to building a positive user experience for diverse audiences across multiple locales.

**Education**

University of Massachusetts—Amherst

B.A. English – 2011

**Certificates**: Writing Tutor, Professional Writing and Technical Communication (PWTC)

**Awards and Honors**: W. Scott Jeffrey Award for PWTC, Departmental Honors in English, Commonwealth Honors College, Graduated with Honors (cum laude)

**Tools**

* Madcap Flare
* Adobe FrameMaker
* Acrolinx
* Camtasia
* Adobe Product Suite
* Microsoft Office Suite
* JIRA
* Wiki
* Jive
* Git