

Pierce Devol: Technical Writer

Proven technical writer seeking a position to help construct clear, concise, and consistent documentation. Hoping to make connections with subject matter experts and interpret their expertise for any audience. Looking to deliver content professional content in any format. Promise to clearly interpret, explain and communicate everything from theological to the technological.

Qualifications

- Principal and editor of 4 different knowledge bases using Confluence and ServiceNow.
- Experienced writer of end-user, engineer, admin, and developer documentation.
- Command line qualified with Linux and macOS (OSX) terminals.
- Familiar with SEO and analytic tools to provide maximum visibility.
- Documents alongside developers in git for change tracking and code review.
- Specializes in single-source documentation for publishing and reuse on any platform.
- Proficient in web design. multiple aspects of web development such as hosting, deploying, and web design with HTML and CSS.
- Experienced with the latest versions of Microsoft Office, G Suite, Lucidcharts, Smartsheets, Adobe Photoshop, Adobe illustrator.
- Conscious of cultural bias, idiom, and otherwise distracting language in writing for diverse audiences.

Education

- St. Olaf College; Northfield, MN; Class of 2011; Greek Classics and Religion.
- Pacific Lutheran Theological Seminary; Berkeley, CA; 2011-2013.

Work Experience

Technical Writer at KDIInfotech; employed November 2018 - September 2020

- Supplied writing services for primary biotech client GRAIL Inc.
- Architect of two IT Knowledge bases.
- Editor/Ghost Writer of critical infrastructure documentation.
- Prolific writer of end-user documentation for business wide systems.
- Supplied federal compliance documentation for FDA audit.

IT Support Engineer at Twitch/Amazon; employed December 2016 - October 2018.

- Authored the majority of end-user documentation.
- Provided white-glove user support using Jira Service Desk for ticketing.
- Administered multiple SaaS products such as Jira, Confluence, G Suite, Lucidcharts, Office 365 products, and Jamf.
- Worked with enterprise level directory services such as AD and LDAP.
- Prepared, repaired and deployed Windows, macOS, and Linux machines.

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Technical Service Representative at SmartSource Computer & AV Rentals; employed November 2014 - September 2016.

- Organized, prepared and delivered computers and other equipment for use in conventions, trade shows & conferences.
- Focused on asset management and order fulfillment.
- Imaged large amounts of computers on a daily basis.

Computer Technician at American Tech, Inc; September 2013 to November 2014.

- Provided break/fix computer services.
- Performed in-depth malware removal and system cleaning on a daily basis.
- Learned all the different ways a computer can fail to boot.

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