Pierce Devol: Technical Writer

Qualifications

- Principal author and editor of 4 different knowledge bases using Confluence and ServiceNow.
- Single-source documentation specialist for publishing and reuse on any platform.
- Conscious of cultural bias, idiom, and otherwise distracting or offensive language in writing for diverse audiences.
- Three years of technical writing experience, and five years of IT experience.
- Experience working in a CI/DI pipeline with remote repositories, version control, and version tracking alongside developer's workflow.

Skills

- Markup languages such as HTML, Markdown, and reStructured text
- Basic knowledge of CSS
- Expert Windows and macOS client support
- Linux workstation and remote server experience, working knowledge of bash
- Distributions include CentOS, Arch, and Ubuntu
- MDM tools like Jamf and Meraki
- Terminal emulator and command-line interfaces.
- git and GitHub
- Content management systems like ServiceNow, Confluence, and AODocs
- Working knowledge of Adobe Creative Cloud suite
- Advanced Microsoft Word, Excel, and PowerPoint skills
- Expert on G Suite Docs, Sheets, and Slides
- Project management tools like Smartsheet
- Expert Lucidchart diagrams
- Static site generators such as Sphinx, Hugo, and Jekyll
- Atlassian products like Jira, Confluence, and ServiceDesk
- Agile
- ITIL

Writing Experience

- System administrator documentation
- Disaster Recovery Plans (DRPs)
- Standard Operating Procedures (SOPs)

- End-user documentation
- Network documentation and diagrams
- FDA compliance documentation, 21 CFR Part 11
- Blog content
- Diagrams and charts
- APIs
- Software documentation

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 KDInfotech; 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, Lucidchart, 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.

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.