Pierce Devol

# Technical writer

## 3705 Emerson St.Oakland, CA 94601 | (707) 633-8657 | [pierce@devol.me](mailto:pierce@devol.me)

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

## Qualifications

* Principle author 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 visiblity.
* Disciple of Docs as Code through Markdown and reStructured text for ultimate developer collaboration.
* Specializes in single-source documention 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.
* Experience with the latest versions of Microsoft Office, G Suite, Lucidcharts, Smartsheets, Adobe Photoshop, Adobe illustrator.
* Always concious of cultural bias, idiom, and otherwise distracting language in writing for diverse audiences.
* Rare mix of experience communicating complex technologial and theological concepts.
* Non-distracting yet empathic writing that clarifies even the most complex.
* Up-to-date experience of IT support and related technologies.

### 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.
* Arcitecht of two IT Knowledge bases.
* Editor/Ghost Writer of critical infrastructure documentation.
* Prolific writer of end-user documentaiton 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..
* Adminstered 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 maAchines.

#### 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.
* Focus on asset management and order fufillment.
* 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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