Olivia (Liv) Halom   Technical Writer

livhalom@gmail.com | 507-301-4965 | Chicago, IL | linkedin.com/in/liv-halom

Technical writer with demonstrated strengths in writing, editing, UX/usability research, video production, and Salesforce CRM administration. With a keen eye for detail and exceptional organizational skills, I consistently deliver high-quality work. I thrive in environments where I can work towards creative, user-centered solutions while using my strengths as a highly organized, methodical thinker.

Certifications and Skills

- Salesforce Certified Administrator (July 2021-Present)
- Madcap Advanced Developer (March 2021-Present)
- HTML/CSS
- Github
- Certified Professional Technical Writer
- Project Management
- Jira/Confluence
- Adobe Creative Suite
- Adobe Framemaker
- Usability and UX Research

Experience

Technical Writer, Veeva Systems   Mar. 2022-Present

Create and publish monthly release notes—compile and edit 100+ page monthly releases by coordinating and communicating effectively with other writers, product managers, developers, and department directors. Take ownership of documentation for multiple features, embedded in cross-functional teams.

Design and execute projects to overhaul 300+ pages of outdated documentation on core functionality, including identifying gaps in the existing information, configuring and testing all functionality, and substantively rewriting topics to fit current format and style. Pitch and mobilize support among key decision makers for a central platform to showcase CRM help videos, and successfully develop and implement the design.

Associate Technical Writer, Veeva Systems   July 2020-Mar. 2022

Invest in CRM by becoming a product expert and keeping up with new features, including those documented by other writers. Write concise, accurate online help articles for business users, developers, end users and administrators. Create engaging video walkthroughs and tutorials for new features. Develop repeatable onboarding materials for future hires. Pioneer and promote new standards for CRM help videos, and create a corresponding video style guide. Build technical knowledge through self-directed professional development.

Technical Writer Intern, Graco Inc.   Jan. 2019-July 2020

Design, develop, and write technical materials for Graco products in accordance with corporate, engineering, and legal standards, working under a senior technical writer and with engineers, illustrators, and designers. Manage the quoting and award process for 30+ translation projects.

Writing Consultant, University of Minnesota Center for Writing   Aug. 2018-June 2020

Work one-on-one with graduate and undergraduate students from a wide range of academic backgrounds, nationalities, and levels of writing proficiency to improve their academic and scientific writing. Develop user guides, instructional materials, and a Center for Writing style guide as special projects for writing center directors.

Education

University of Minnesota, *summa cum laude*

B.S. Technical Communication, IT and Design focus

B.A. English

- Design and complete a year-long research project in usability testing and UX redesign for online health software—manage participants, conduct usability tests in a lab setting, and analyze results in a formal research paper
- Minors in Interdisciplinary Design and Digital Media Studies
- Coakley Ames Writing Excellence Award recipient, University Honors student

Academic Publications

- Stambler, D.M., Feddema, E., Riggins, O., Campeau, K., Breuch, L.K., Kessler, M.M., & Misono, S. (2022). REDCap Delivery of a Web-Based Intervention for Patients With Voice Disorders: Usability Study. JMIR Human Factors, 9(1), e26461.
- Kessler, M. M., Breuch, L.-A. K., Stambler, D. M., Campeau, K. L., Riggins, O. J., Feedema, E., Doornink, S. I., & Misono, S. (2021). User Experience in Health & Medicine: Building Methods for Patient Experience Design in Multidisciplinary Collaborations. Journal of Technical Writing and Communication, 51(4), 380–406.