

LIV RIGGINS

507.301.4965 | riggins.liv@gmail.com | <https://www.linkedin.com/in/liv-riggins/>

Portfolio: <https://liv-riggins.github.io/portfolio/>

SUMMARY

- Three years of work experience in writing and editing, two of those years in scientific and technical communications
- Self-directed, year-long research in UX design for health software awarded highest level of honors
- Proficient in Agile methodology, HTML, CSS, XML, DITA authoring, GitHub/Git, Adobe Framemaker, Arbortext
- Completed Deloitte's 'Discovering Salesforce Solutions' course; build and modify Salesforce apps
- Proven ability to produce exemplary analytical work, maintain a high level of attention to detail, self-direct, and work flexibly as part of a fast-paced team

EDUCATION

B.S. Technical Writing & Communication, *summa cum laude*

B.A. English

IT and Design focus, minors in Interdisciplinary Design and Digital Media Studies

University of Minnesota-Twin Cities, September 2016-May 2020

Thesis: Optimizing an Online Health Intervention for User Engagement

GPA: 3.97

WORK EXPERIENCE

TECHNICAL WRITER INTERN

Graco, Inc. | January 2019-August 2019, February 2020-Present

Research, design, and write technical materials for Graco products in accordance with corporate, engineering, and legal standards, synthesizing complex technical information into clear product documentation.

- Complete 560+ Engineering Change Orders (ECOs) affecting technical documents using Arbortext and Framemaker
- Manage shifting, sometimes competing, priorities in a fast-paced workplace
- Interview and collaborate intensively with engineers, safety, and legal representatives for new manual releases
- Manage 30+ manual translation projects, from document quote to final publication
- Convert Graco documents for a new DITA authoring system

WRITING CONSULTANT

University of Minnesota Center for Writing | September 2018-Present

Work one-on-one with graduate and undergraduate clients in all stages of the writing process to increase proficiency in academic writing, plus undertake additional instructional design and technical writing projects at the request of center directors.

- Quickly read, respond to, and edit a wide range of academic and scientific written work
- Create, manage, and maintain database and lab attendant user guides (120+ pages of documentation)

UX AND USABILITY RESEARCH ASSISTANT

University of Minnesota | June 2019-April 2020

Assist in two ongoing user experience and usability studies: one increasing patient engagement with an online health intervention module and one examining how motivation and information design interact with perceptions of scientific news.

- Evaluate software and task flows through heuristic analysis
- Execute usability testing sessions, moderating with participants and recording data
- Code and manipulate data, using item response theory to uncover insights about user motivations

ACADEMIC REVIEWER

Minnesota Undergraduate Academic Research Journal (MURAJ) | August 2018-February 2020

Review and edit academic research submitted for publication, working one-on-one with authors to collaboratively reach our requirements for publication.

PODCAST PRODUCER

Radio K | April 2017-June 2019

Collaborate with managing editor, two other producers and several volunteers to produce a 30-minute arts and culture podcast each week.