

Liz Nickerson

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Skills

INFORMATION DEVELOPMENT: Software documentation, customer training, DITA, web design, usability testing, UX, Agile

TOOLS: MadCap Flare, Author-it, Microsoft Office, Confluence, Jira, Adobe Captivate, Adobe InDesign, Adobe Photoshop, Adobe Premier

TECHNOLOGY: HTML5/CSS3, UNIX, SFTP, Subversion, GitHub

Experience

TECHNICAL WRITER

Dimensional Insight
June 2017 - Present
Burlington, MA

- > Author documentation for new users of clinical data dashboards.
- > Collaborate with subject matter experts to determine customers' information needs as they adopt the company's platform.
- > Create resources to help customers validate their product, communicate internally, and track their work.
- > Update existing content so that it's task-based and easy to read.

USER ASSISTANCE INTERN

Oracle
May 2016 - May 2017
Bedford, MA

- > Develop online help and customer training for clinical study software.
- > Use personas, workflows, and usability testing to author user-centered content.
- > Work with a team to decide and document style guidelines and best practices for creating training videos.
- > Write context-sensitive help and error messages.

Education

UNIVERSITY OF MASSACHUSETTS AMHERST

September 2013 - May 2017
Magna Cum Laude (GPA: 3.8)
Bachelor of Arts in English
Letter of specialization in Professional Writing and Technical Communication
Minors in Information Technology, Education, and Music