Lizz Smullen   **lizzsmullen@gmail.com**   **603-721-2852**

A senior technical writer with 30 years' experience managing technical writing projects and providing compelling content using words, animations, images, and videos. Working knowledge of Kubernetes and REST APIs. Familiar with GitHub, Datadog, Notion, JIRA, and various content management systems.

Technical and UX Writing Experience

Tubi, Technical Writer, Remote, Nov 22 – Oct 24

- Managing editor for the Medium.com social publishing platform for Tubi Engineering, developing content to support recruitment efforts.

- Rewrote and edited most engineering blogs for Tubi's Medium Engineering Homepage, including those written by engineering teams including, Android, Machine Learning, and Data Science. The editing process included restructuring original content to improve flow and readability.

- Collaborated in pair writing with Tubi Engineers who wanted to publish technical blogs on Medium. This included writing original content that describes how Tubi's new seamless play single player works, and another that describes the new single player architecture.

- Wrote Tubi's Fireside Tech Chat blogs for publishing on Medium and keynote takeaways for publishing on LinkedIn.

- Wrote an "All About Ads" blog series that describes how Tubi uses automated tools and algorithms to sell ads, personalize ads, and analyze ad cost and efficiency. All research was done using ChatGPT and Tubi Engineering documentation in Notion and GitHub.

VMware, Technical Writer, Remote, Apr 21 – Oct 22

- Collaborated with Tanzu developers to write a REST API using Spring Initializr.

- Wrote lessons on how to develop a REST API for a family cash card app using Spring Initializr.

- Authored technical blogs for the Tanzu Developer Center on how to use Kubernetes and Spring technology to build, deliver, and scale containerized apps. The blogs were written in a GitHub markdown language.

- Edited engineering blogs and learning paths for grammatical accuracy, structure, and content for publishing at the Tanzu Developer Center.

- Produced technical marketing documentation for subscriptions and services, including the Spring Certification Program.

- Created instructions on how to use Swift to build software using solutions such as Event Storming, Thin Slice and Boris Notational Architecture.

Autodesk, Technical Writer Contract/Remote, June 20 – Apr 21

- Created and edited online help topics using Visual Studio Code for Autodesk Construction Cloud solutions, including BIM 360 and Assemble Systems.
- Created, merged, and compared branches for new and updated online help topics using GitHub.
- Managed epics, stories, and tasks in JIRA.
- Migrated and revised a 2010 Robot Structural Analysis Getting Started Guide and a 2009 Robot Structural Analysis Training Guide from MS-Word into online help topics using Visual Studio Code and GitHub.
- Developed an easy-to-follow process flowchart to streamline the user experience when creating structural design projects in Robot.

Captivate, LLC, Technical Writer, Contract, Feb 20 – Apr 20, Lowell, MA

- Created a standardized, process-based documentation library for a 20-year-old company that migrated from a legacy system to Oracle NetSuite.
- Created a standard operating procedure template for IT, Engineering and Quality Assurance to use when creating documentation, and the instructions on how to use it.
- Developed a part number and file name convention for documentation, that included writing a policy on how the process works.
- Created newsletter and policy templates for the Cyber Security Department.

Skillsoft, Technical Writer, Nashua, NH, Contract, Sep 2019 – Dec 2019

- Wrote and edited user experience online help topics for administrators maintaining their company's version of the Skillsoft Percipio Learning Platform. Topics included how to create re-engagement and welcome emails, run administrator reports and collect learner data from the Percipio dashboard.
- Converted and formatted over 200 topics from Author AI to MadCap Flare. This included cleaning existing XML code, and creating a new table of contents, mini table of contents, drop-down menus, hyperlinks, figures, and snippets in MadCap Flare.
- Participated in user experience test studies for a new Instructor Led Training feature in Percipio.
- Imported English and French captions for Skillsoft videos using Camtasia. Once imported, all captions had to be edited by time duration set to coincide with the video presentations.
- Managed topic and resource source control daily through GitHub.
- Maintained a daily sprint work log of tasks assigned by project management or the user experience group in JIRA.

Astronics, Amherst, NH, Senior Technical Writer, Jul 2015 – Apr 2019

- Wrote engineering documentation such as APIs, functional specifications, design specification guides, interface manuals, software configuration guides and configuration index documents for an avionics company that provides satellite communication for commercial, military and business aircraft. All technical documentation was written using RTCA/DO-160-G and AS9100 quality guidelines.
- Wrote online help for the SATCOM System Wiki Diagnostics Tool. The tool provides aircraft technicians the ability to target and repair faulty line replaceable units (LRUs) using an Android tablet.
- Wrote field service documentation such as Service Bulletins, Service Letters and Acceptance Test Plans in Simplified Technical English for easy global translation.

Dell, Nashua, NH, Senior Technical Writer, Nov 2014 – Jun 2015

- Wrote and edited three Host integration Tool (HIT) for Microsoft Windows documents, including a user's guide, automatic snapshot user's guide and release notes in Epic XML Editor.
- Created DITA maps and publications for the HIT documents using the Publications Manager in Epic XML Editor.
- Updated DITA maps with new sections, chapters, meta tags, and copyright information using Epic XML Editor.
- Wrote localized translated documents for a global audience in Simplified Technical English.
- Created Wiki pages for engineers and writers working on specific storage projects. This included writing content in Wiki and HTML elements.

Millipore, Senior Technical Writer, Jaffrey, NH, Oct 2013 – Jun 2014

- Wrote Standard Operating Procedures documenting the company's world-wide migration from Oracle to SAP Tempo.
- Wrote quality control release documents including test methods for the Microbiology Lab, Retention Lab, and the Physical Test Lab.

Hewlett Packard, Senior Technical Writer, Jun 2006 – Mar 2011

- Managed up to 24 writing projects per quarter, including release notes, installation guides and administrator guides for network Host Bus Adapters (HBAs) that run on Windows, Linux, and UNIX platforms. This included estimating work hours for the writer, editor, and graphic artist.
- Wrote all documentation in Simplified Technical English for global translation.
- Wrote and content mapped all documentation using Epic XML Editor.

Online Journalism Experience

Monadnock Ledger Transcript, Peterborough, NH Newspaper Reporter, Part-time, Jun 2007– Oct 2011

- Provided biweekly news coverage for the Monadnock region of New Hampshire.
- Wrote spot news, breaking news, local government news, feature stories and business stories under tight deadlines.
- Developed news stories by conducting interviews, reviewing police and court logs, and by attending community events such as selectmen meetings, school board meetings, sporting and school events.

Education

- Northeastern University, Technical Communications, 1990–1995
- Women's Technical Institute, 1989-1990, Technical Writing Certificate

Military

United States Air Force, 1981–1986, E5, Staff Sergeant