

# PAMELA MCMILLAN

## CONTACT



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513-808-3235



Erie, CO



Portfolio

## EDUCATION

### BACHELOR OF ENGLISH

University of Winnipeg

Graduated May 2011

Student of Distinction

## CERTIFICATIONS

Salesforce Administrator

Conga Composer

Conga Contracts for Salesforce

Conga Sign

## WORK EXPERIENCE

### LEAD TECHNICAL WRITER

#### Stored Energy Systems | April 2024 – Present

- Collaborate with cross-functional teams (sales, technical sales team SMEs, engineering, marketing) to gather information and translate complex technical concepts into user-friendly documentation, streamlining content creation for customer deliverables
- Translates complex technical concepts into clear, concise, and user-friendly documentation, resulting in a 10% decrease in support inquiries related to product usage
- Develops and manages a comprehensive portfolio of documentation, including user manuals, technical guides, FAQs, and product training content, supporting 20 product lines
- Independently master complex product functionalities to ensure clear and accurate documentation
- Aligns documentation with brand messaging and product positioning, working closely within the marketing team
- Owns the end-to-end documentation lifecycle, ensuring content accuracy, relevance, and compliance with industry standards
- Conducts rigorous reviews to ensure documentation accuracy, completeness, and clarity, maintaining a 99% accuracy rate
- Develops and manages a centralized storage and retrieval system for technical documents, collaborating with IT, engineering, and sales operations to establish a company-wide information platform, enhancing content accessibility for 6 internal teams
- Maintain accountability for document integrity and quality assurance, ensuring regular updates and maintenance of stored documents
- Participates in Agile project planning and stand-up meetings to proactively identify and address future documentation requirements, contributing to seamless product launches
- Ensure documentation reflects current brand guidelines and integrates new product information promptly
- Drive content standardization across diverse platforms and media, leading to a more consistent brand voice and improved user experience

#### Trimble | May 2022 – Dec 2023

- Collaborated with 5 cross-functional teams (engineering, product, support, DevOps) to deliver clear, complete, and concise documentation, reducing content delivery time by 30%
- Maintained and enhanced documentation infrastructure, leveraging expertise in information architecture and content management to improve content discoverability by 20%
- Authored and implemented a comprehensive technical writing style guide, ensuring consistent tone, structure, and format across all documentation and improving team efficiency by 40%

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## SKILLS

### Technical Writing

**Tools/CMS:** MadCap Flare, Single Source Content Management, Confluence, GitHub Foundations, HTML/XML, XML/DITA, Markdown, Git Bash

**Methodologies:** Agile SCRUM/SAFE, Docs-as-Code (Jekyll)

### Related Software/Platforms:

Salesforce administration, Conga administration (Composer, Contracts, Sign), Microsoft Office/Google Suite, Jira, Adobe Product Suite

### Documentation Types:

API Documentation, User Manuals, Technical Guides, FAQs, Technical Training Content, UX Writing, Instructional Design, Proposal Writing

**Soft Skills/Other:** Project Management & Implementation, Marketing Support/Strategy Planning, Technical Support

- Collaborated with engineering teams to create code samples/requests for common developer use cases such as API documentation
- Utilized doc-as-code approach with open-source static site generator Jekyll, streamlining publication workflows and enabling rapid content updates
- Researched and synthesized highly technical subject matter from multiple sources to create comprehensive documentation, supporting multiple product releases
- Consistently exceeded OKRs and project deadlines within an Agile environment
- Provided editorial expertise and conducted peer reviews for 4 team members, ensuring a high standard of accuracy, clarity, and consistency across all content
- Led the creation of the company technical writing style guide, redesigned intake request forms, and created training for new processes

## TECHNICAL WRITER & CONGA ADMIN

CBTS Technology Solutions | March 2018 – April 2022

- Led documentation efforts for 7 internal and external products/services, impacting 80% users/customers
- Administered and developed Conga software solutions, improving contract generation efficiency by 60%
- Collaborated with cross-functional teams to design and implement scalable Conga and Salesforce solutions, including template design and UAT, improving business process efficiency by 40%
- Designed project roadmaps and prototypes, accelerating development cycles by 20%
- Managed cross-functional collaboration with 6 teams and leadership, ensuring project alignment and successful delivery
- Provided Salesforce administration support and technical assistance to internal teams
- Authored and proofread a wide range of critical documentation, including job aids, sales presentations, and training materials, supporting 10 departments
- Facilitated critical communication between legal, marketing, and sales teams
- Submitted and tracked technical documents through the review and approval process
- Designed company-wide email graphics and communications
- Collaborated effectively with offshore development teams on multiple projects

## SR. SALES & MARKETING OPERATIONS SPECIALIST

EyeMed Vision Care, LLC | February 2015 – March 2018

- Managed the full lifecycle of Requests for Proposals (RFPs), collaborating with 5 departments to secure new contracts
- Collaborated with internal teams and leadership to produce highly customized documents for over 200 RFPs per season
- Developed strategic responses to effectively deliver consistent and competitive responses

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