

Pamela McMillan

Senior Product Owner & Documentation Strategist

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Highly driven and detail-oriented professional with ten years of experience bridging the gap between complex technical engineering and user-centric solutions. Proven track record of leading cross-functional teams, managing end-to-end product documentation lifecycles, and implementing scalable content management strategies. Expert at translating technical requirements into actionable roadmaps that improve efficiency, brand consistency, and the overall user experience.

Certifications

Salesforce Administrator, Conga Composer, Conga Contracts for Salesforce, Conga Sign

Skills

Product Strategy: Project Management & Implementation, Marketing Strategy, and Roadmap Design.

Cross-Functional Leadership: Collaborating with Engineering, DevOps, Sales, Marketing, Legal, and offshore development teams.

Agile Methodologies: Expert in Agile SCRUM/SAFE, project planning, and stand-up participation to address future requirements.

Technical Systems: Salesforce & Conga Administration, API Documentation, GitHub, and Docs-as-Code.

Process Improvement: Streamlining workflows and publication cycles, leading to significant gains in efficiency and discoverability.

Technical Skills: HTML/XML, Markdown, Git Bash, Jira, Adobe Product Suite, Jekyll

Education

Bachelor of English | English Literature | Graduated May 2011 | Student of Distinction
University of Winnipeg | Winnipeg, MB, Canada

Experience

Lead Technical Writer/Product Owner | Stored Energy Systems | April 2024 – Present

- Product Lifecycle Management: Owns the end-to-end documentation lifecycle for 20 product lines, ensuring accuracy, relevance, and industry compliance.
- Stakeholder Collaboration: Partners with sales, engineering, and marketing SMEs to translate complex concepts into user-friendly deliverables.
- Operational Efficiency: Developed a centralized company-wide information platform, enhancing content accessibility for 6 internal teams.
- Strategic Alignment: Aligns technical deliverables with brand messaging and product positioning to decrease support inquiries by 10%.
- Agile Participation: Identifies future requirements through proactive participation in Agile project planning and stand-ups.
- 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

Lead Technical Writer | Trimble | May 2022 – Dec 2023

- Team Leadership: Led 5 cross-functional teams (Engineering, Product, Support, DevOps) to reduce content delivery time by 30%.
- Standardization & Governance: Authored a comprehensive style guide and redesigned intake request forms, improving team efficiency by 40%.
- Infrastructure Management: Enhanced documentation architecture to improve content discoverability by 20%.
- Developer Experience: Collaborated with engineering to create code samples for API documentation and common developer use cases.
- Performance Delivery: Consistently exceeded OKRs and project deadlines within a fast-paced Agile environment.

Technical Writer/Product Owner | CBTS Technology Solutions | March 2018 – April 2022

- Roadmap Development: Designed project roadmaps and prototypes that accelerated development cycles by 20%.
- Product Impact: Led documentation efforts for 7 internal/external products, impacting 80% of the customer base.
- System Optimization: Implemented scalable Salesforce and Conga solutions, improving contract generation efficiency by 60% and business processes by 40%.
- Global Collaboration: Managed collaboration across 6 teams and leadership, including offshore development teams, to ensure project alignment.

Sr. Sales & Marketing Operations Specialist | EyeMed Vision Care, LLC | February 2015 – March 2018

- Contract Management: Managed the full lifecycle of RFPs, collaborating with 5 departments to secure new contracts.
- Custom Solutioning: Produced customized documentation for over 200 RFPs per season through strategic response development.