

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

SENIOR TECHNICAL WRITER

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