Career Summary

Michelle Young

Senior Technical Writer
Content Specialist

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Introduction

I am a Senior Technical Writer with over 25 years of experience in writing, editing, creating and managing documentation and content for enterprise-level applications in global and government organizations. Throughout my career, I have gained industry experience in various sectors, including mining, software, education, utilities, power, and renewable energy.

I have a strong foundation in traditional writing knowledge and skills, complemented with understanding and demonstrated experience with Open-source, agile, DevOps and modern methods, concepts and tools. I am skilled in content strategy, designing and developing content management systems (CMS), open source methods and version control, implementing and aligning documentation with software development cycles, and designing documentation frameworks to manage and publish to GitHub and Azure projects and wikis. I am also proficient in content renovation, digital transformation, knowledge mining, gap analysis, implementing source control, and managing content as a single source of truth. I have a persona-focused approach and take the time to understand the intent and audience to assist with planning and creation.

My extensive experience includes documenting complex mining applications, ERP software, and abstract software development approaches. mining, gap analysis, implementing source control, and managing content as a single source of truth. I have a persona-focused approach and take the time to understand the intent and audience to assist with planning and creation.

Skills and Demonstrated Experience

- Software user guides and product documentation.
- Technical information for non-technical audiences.
- Standards and policy documents.
- Open-source concepts, tools and methods.
- Docs-as-code creation and methods, including implementing and working with a CI/CD approach.
- Implementing and managing content as a single source of truth with version control.
- Big data concepts and analysis.
- Instruction manuals, interactive guides and infographics.
- Templates - GitHub, DevOps, Project Wikis, MS Word.

Skills and demonstrated experience continued...

- Knowledge mining and gap analysis.
- Content management systems and frameworks.
- Digital transformation.
- DevOps principles and agile methodologies.
- Proven ability to build effective relationships in person and remotely.
- Outstanding time management skills.
- Ability to plan, manage and deliver agreed tasks, with multiple conflicting delivery cycles and timeframes.
- Stakeholder communication and management.
- Project management.
- Creating content using various authoring tools including Madcap, VS Code GitHub, Gitbook, Adobe products.
- Creating queries to extract content from Azure PBIs and User Stories

Career Snapshot

October 2020 – Current

Freelance and Contract Engagements

Senior Technical Writer and Consultant
Clients: Fortescue Future Industries | Rio Tinto | NSW Transit Company | RPM Global

Essential Tasks and Deliverables

- Project lead for the Asset Management digital transformation project to transition to a new SharePoint site.
- Create a SharePoint user interface and repository to improve workflows and allow users to search and locate content efficiently.
- Knowledge mining and managing technical debt to transition to the new SharePoint site.
- Proofreading, editing, and updating software user guides and release notes.
- Creating interactive software training content for onboarding existing and new users.
- Authoring, proofreading, and editing content for various departments and topics including scopes of work, style guides, feasibility studies, software specifications, new workflow and processes and project standards and templates.
- Reviewing, updating, and creating new content and templates for a knowledge base, including guidance notes, manuals and process documents.

Freelance and Contract Engagements continued...

- Bid writing and analysis of a Request for Tender (RFT) requirements and deliverables.
- Creating resumes, executive summaries and methodology content for inclusion in bid responses.

January 2023 – October 2023

Content Strategy Lead – Contract
DEPARTMENT OF EDUCATION - ONESCHOOL APPLICATION

OneSchool is a web application used by all Queensland state schools' (staff and students) to manage all aspects of school administration, access, activities, reporting, financials, planning and monitoring. OneSchool development began in 2008 as an organic product and has grown using different project methodologies, development styles and technology approaches.

Essential Tasks and Deliverables

- Create documentation about the OneSchool system to enhance knowledge and improve workflows for use by Developers, software support and testers.
- Knowledge mining and gap analysis to identify content sources and manage technical debt.
- Stakeholder engagement and management.
- Analysis of processes, methods, and tools across different teams.
- Create new templates for developers to manage documentation tasks as part of their development process and sprints.
- Create a new documentation framework.
- Create and implement the technical writing workflows and tools to align with the development cycle, sprints and agile methods.
- Design, create and implement a new content management system (CMS) and approach.
- Create a Git branching and security strategy.
- Create new workflows to include Subject Matter Experts (SMEs) in the commendation creation and management process.
- Create and manage all content using Markdown and VS Code, to publish to a Project Wiki.
- Create and implement a process to manage backlog documentation tasks, (to address prior closed development projects).
- Onboard staff to the new CMS, framework and processes,

July 2017 - September 2020

Senior Technical Writer
CATERPILLAR (Mining Software and Technology)

Essential Tasks and Deliverables

- Managing the creation, output and storage of technical documentation and user guides for Caterpillar products for the Technology group.

Caterpillar continued...

- Authoring simple and engaging documentation that communicates technical information and installation steps.
- Navigating various software programs in the Caterpillar suite of products and interacting with experts for context and validation.
- Creating easy-to-understand software manuals and end-user documentation.
- Working closely to build rapport with fellow team members, product owners, customer support, and management.
- Producing all software release notes.
- Creating digital user manuals, including a new cloud-based software
- product's menu structure and content layout.
- Testing the beta version during development to identify gaps or bugs.
- Identify updates and create new content for outdated user manuals, including identifying software bugs.
- Managing the end-to-end process of documentation translations, into multiple languages.
- Implementing a new database and source control to manage the translated content.

December 2012 – June 2017

Senior Technical Writer
RPM Global (Mining ERP Software)

Essential Tasks and Deliverables

- Managing the creation, output and source control of all RPM Global software products' technical documentation and user guides.
- Authoring simple and engaging documentation that communicates technical information and installation steps.
- Ensuring consistency, uniformity, and accuracy with documentation for ease of use and customer engagement.
- Working closely with Product Managers and SMEs to understand and validate content.
- Developing a style guide and adhering to the contents.
- Planning and communicating the documentation schedule and deliverables.
- Managing the implementation and transition to new authoring software, including the initial research process and creating the recommendation report.

August 2008 - November 2012

Workforce and Resource Planning Analyst
ENERGEX

Essential Tasks and Deliverables

- Data analysis and forecasting using raw data from multiple sources to understand historical resource usage and forecast for future resource and event planning..
- Producing detailed reports and recommendation about forecast and resourcing needs, utilising complex workforce workload methodologies and practices and applying them across all work categories.
- Stakeholder engagement and mangement.

Technology

Advanced	Intermediate	Basic
GitHub	Microsoft – SharePoint Online	CAD Software
GitLab	ERP Systems	FrameMaker
Gitbook	Jira	Adobe Creative Suite
Microsoft Azure	Python, Gitbash, NodeJS	
MS Office products	Navigating and understanding	
Madcap products	C# and other coding languages	
Visual Studio, VS Code	Smartsheet	
Kanban boards	Confluence	
Snag-It	WordPress	
Adobe Acrobat	Complex mining	
Professional	software and in-house systems	
Canva	'Storytelling' applications	

Memberships

Memberships	Interests
The Gemmological Association of Australia	Running
The Chamber of Commerce and Industry Queensland	Designing and creating - jewellery, interior design, and leather goods (drawing and CAD). Spending time with family