NICKOLAS AYLWARD   n-aylward.github.io

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EDUCATION

The University of Massachusetts at Amherst

Bachelor of Arts in English with a Minor in Biological Sciences   (2011-2016)

PROFESSIONAL SKILLS

Proficiency   Windows 10, HTML, CSS, Bootstrap, Git, SVN, MadCap Flare, MadCap Capture, Jira, Confluence, Microsoft Office, Freshdesk

Familiarity   Ubuntu, Javascript, Liquid, LaTeX, GitHub, Bitbucket, InDesign, Photoshop, Lightroom, Dreamweaver, Cachet Status Page

WORK EXPERIENCE

Rediker Software, Inc. / Software Development Department

Technical Writing Team Lead   (October 2017 - Present)

- Worked with company leadership and product owners to identify and address documentation needs.
- Interviewed, onboarded, and trained Technical Writers.

Technical Writer   (June 2017 - Present)

- Created an Online Learning Hub and a COVID-19 Support Center using Bootstrap 4 and Madcap Flare.
- Developed a customer portal and knowledge base in Freshdesk using HTML, CSS, and the Liquid template language.
- Created a standard release notes process with responsive web and email templates.
- Converted an outdated MadCap Flare project from Flare 12 to Flare 2020 by resolving compatibility issues due to custom CSS and jQuery.

Junior Technical Writer   (November 2016 - June 2017)

- Wrote, edited, and published end-user software documentation and release notes in MadCap Flare, Freshdesk, and Adxstudio Portals.
- Worked closely with Technical Support and DevOps SME's to verify technical content.

UMass Amherst / University Health Services

New Student Immunization Program Assistant   (Fall 2014 – Summer 2015)

UMass Amherst / Organismic and Evolutionary Biology Department

Undergraduate Research Assistant   (Summer 2014 - Fall 2014)