

## NICKOLAS AYLWARD

[n-aylward.github.io](https://n-aylward.github.io)

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## EDUCATION

University of Massachusetts at Amherst

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

Graduated *cum laude* (GPA 3.81)

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## PROFESSIONAL SKILLS

Proficiency    Windows 10, HTML, Git, SVN, MadCap Flare, MadCap Capture, Jira, Confluence, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Freshdesk

Familiarity    Ubuntu, CSS, Bootstrap, Javascript, Liquid, LaTeX, Bitbucket, InDesign, Photoshop, Lightroom, Cachet Status Page

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## WORK EXPERIENCE

Rediker Software, Inc. / Software Development Department

Technical Writing Team Lead (October 2017 - Present)

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

Technical Writer (June 2017 - Present)

- Developed a customer portal and knowledge base in Freshdesk using HTML, CSS, and the Liquid templating language.
- Created a standard release notes process with responsive web and email templates.
- Customized a new cloud services status page using the Cachet open source system.
- Converted an outdated MadCap Flare project from Flare 12 to Flare 2018r2 by resolving compatibility issues due to custom CSS and jQuery.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 in MadCap Flare.
- 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)