

# NELL GRAM

SENIOR TECHNICAL WRITER |  
CONTENT STRATEGIST

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## SUMMARY

Senior Technical Writer with 13+ years experience delivering accessible documentation for global products. Expert in information architecture, localization, and compliance documentation at enterprise scale.

## RECENT EXPERIENCE

**SENIOR TECHNICAL WRITER** DEC. 2022 – PRESENT  
**TECHNICAL WRITER** FEB 2022 – NOV 2022

Accenture (Contracted with Google) | Remote

- Wrote and published Google Help Center and Knowledge Base articles in a single-source CMS, managing 10-12 concurrent projects with strict security and compliance requirements
- Worked with localization teams to ensure translation accuracy across 80+ languages
- Designed information architecture that increased content discoverability by 25%
- Enabled simultaneous product and documentation launches by converting Figma prototypes into production-ready help content
- Trained Google's AI Content Lab on proprietary documentation and edited output, improving AI-generated content accuracy by 70%
- Led a team of 5 writers, delivering 45+ projects per month while maintaining editorial consistency
- Proposed and implemented 30% of Standard Operating Procedure improvements, reducing errors and streamlining workflows

**DIGITAL ACCESSIBILITY COORDINATOR** APR 2020 – JAN 2022

University of Illinois, College of Business, Accessibility Team | Champaign, IL

- Established and governed the team's knowledge base, authoring 12 guides that reduced support requests
- Ensured quality standards and Section 508 compliance for an online platform serving 8,750+ students
- Conducted quality assurance reviews for MOOCs to ensure compliance with accessibility standards and institutional guidelines
- Trained 75+ staff on accessibility standards and style guide adherence
- Led team of 6 editors, establishing quality standards and strategic direction

## **E-LEARNING SUPPORT SPECIALIST**

**AUG 2019 – APR 2020**

University of Illinois, College of Business, Accessibility Team | Champaign, IL

- Wrote 30-page user recording studio scheduling guide to support user onboarding
- Edited multimedia content (HTML, captions, transcripts, visual descriptions) for accessibility compliance
- Designed metadata taxonomy for MediaSpace and Zoom platforms, improving discoverability and search
- Provided technical support for e-learning platforms to resolve end-user issues

## **DIGITAL SERVICES SPECIALIST (GRADUATE ASSISTANT)**

**AUG 2018 – MAY 2019**

University of Illinois, University Library | Champaign, IL

- Updated library website in HTML to improve usability and ADA compliance
- Created research guides and reference materials for institutional communication

## **ADDITIONAL EXPERIENCE**

**RESEARCH ANALYST** | John Deere Technology Innovation Center | 2018

**TECHNICAL DOCUMENTATION SPECIALIST** | New York Film Academy | 2016 – 2017

**FREELANCE EDITOR & WRITING CONSULTANT** | Self-Employed | 2013 – 2016

**COMMUNICATIONS SPECIALIST** | Los Angeles Times (Contract) | 2012 – 2013

## **SKILLS**

- People & Stakeholder Leadership
- Project Management
- Content Strategy
- Information Architecture & Metadata Design
- Content Governance
- Knowledge Management
- Quality Assurance & Standards Enforcement
- WCAG 2.1 Accessibility
- Localization Coordination

## **TOOLS & PLATFORMS**

- **AI & Documentation:** Google Gemini, AI Content Labs, Markdown, HTML5, Oxygen XML Editor, Figma, Connect Composer, Acrolinx, Snagit
- **Project Management & Workflow:** JIRA/Buganizer, Pega, Asana

## **EDUCATION**

### **MASTER OF SCIENCE, LIBRARY & INFORMATION SCIENCE**

University of Illinois Urbana-Champaign

### **BACHELOR OF ARTS, ENGLISH**

The College of Wooster