Nell Gram

Senior Technical Writer

Summary

Senior Technical Writer with 7+ years experience developing user documentation, accessibility content, and learning materials for global audiences. Expertise collaborating across teams to deliver clear user-centered content.

Work Experience

Accenture supporting Google | Remote

Senior Technical Writer   Dec 2022 - Present
- Managed a team of 5 writers delivering 45+ monthly projects for Google Play (2B+ users), providing writing guidance, editorial review, and stakeholder communication
- Designed documentation structure using information architecture and improved discoverability by 30%
- Trained Google's AI Content Lab using proprietary documentation, improving AI-generated content accuracy by 70%
- Built Help Center articles directly from Figma prototypes to enable simultaneous feature and documentation launches
- Proposed and implemented 30% of Standard Operating Procedure improvements, which reduced documentation errors and streamlined team workflows

Technical Writer   Feb - Nov 2022
- Wrote and published Google Help Center and Knowledge Base articles using a CMS single-source publishing environment
- Collaborated with localization team to resolve translation queries and ensure content quality across 80 languages
- Managed 10-12 concurrent documentation projects with strict quality/security compliance

University of Illinois Urbana-Champaign | Champaign, IL

Accessibility Compliance Specialist   Apr 2020 - Jan 2022
- Ensured documentation quality and compliance with Section 508 for an online learning platform serving 8,750+ students
- Developed and delivered training on effective documentation practices for 75+ staff members to improve content accessibility and adherence to style guide
- Managed team of 3-5 student editors, providing feedback to maintain editorial standards

Learning Experience Designer   Aug 2019 - Apr 2020
- Wrote 30-page user guide on recording studio scheduling to support user onboarding
- Edited multimedia content (HTML, captions, transcripts) and created visual descriptions to improve accessibility for students with disabilities
- Provided technical support for e-learning platforms (Canvas, Coursera, Zoom) to resolve end-user issues

Digital Services Specialist   Aug 2018 - May 2019
- Updated library website content in HTML to ensure accuracy, usability, and ADA compliance
- Developed digital research guides and knowledge resources using specialized platforms (LibGuides, Zotero)
- Collaborated with stakeholders to identify user needs and create targeted content solutions

Education

Master of Science, Library & Information Science | 2018 - 2019
University of Illinois Urbana-Champaign

Bachelor of Arts, English | 2008 - 2012
The College of Wooster

Skills

Technical Skills

- **Documentation**: Markdown, HTML5, Oxygen XML Editor, CMS platforms (Connect Composer), Acrolinx, Single-source publishing
- **AI & Workflow**: Google Gemini, AI Content Labs, JIRA/Buganizer, Asana, Slack, Google Workspace, SnagIt

Core Competencies

- Information Architecture, Taxonomy, Style Guide Development, WCAG 2.1 Accessibility, Localization, Mentorship, Process Improvement, Quality Assurance