Nell Gram

Senior Technical Writer

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Portfolio: https://nellcgram.github.io

Work Experience

Accenture supporting Google | Remote

Sr. Technical Writer   Dec 2022 - Present

• Managed global team of 5 writers delivering 45+ monthly documentation projects for Google Play (2B+ monthly users) with 100% on-time delivery
• Created content drafts using information architecture principles, improving documentation quality and readability 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, enabling simultaneous feature and documentation launches
• Proposed and implemented 30% of Standard Operating Procedures improvements, reducing documentation errors and streamlining team workflows
• Trained 6 Project Coordinators on Google documentation standards, improving project setup time and cross-team collaboration

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 teams across 80 languages to clarify terminology and ensure translation accuracy
• Managed 10-12 concurrent documentation projects with 100% on-time delivery and strict quality/security compliance

University of Illinois Urbana-Champaign | Champaign, IL

Content Editor | Accessibility   Apr 2020 - Jan 2022

• Ensured documentation quality and compliance with Section 508 and WCAG for an online learning platform serving 8,750+ students
• Developed and delivered training materials 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

Sr. Instructional Design Asst. | IT & Accessibility   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

Education

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

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

Technical Skills

- **Documentation Tools:** Markdown, HTML5, Oxygen XML Editor, Connect Composer CMS, Acrolinx, SnagIt, AI Content Labs
- **Project Management & Collaboration:** JIRA, Asana, Slack, Pega, Google Workspace, Microsoft Office
- **Core Competencies:** Information Architecture, Taxonomy, Accessibility (WCAG 2.1), SME Interviewing, Project Management, People Management
- **Research & Analytics:** Business Intelligence Research, Metrics Reporting, Data Visualization