

NELL GRAM

SENIOR TECHNICAL WRITER

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<https://nellcgram.github.io>

PROFILE

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.

- Information Architecture
- Content Strategy
- Style Guide Development
- WCAG 2.1 Accessibility
- Localization
- Team Management
- Cross-functional Collaboration
- Process Improvement
- Quality Assurance
- User Experience (UX)
- Project Management

SKILLS

- **AI:** Google Gemini, AI Content Labs, AI Training
- **Documentation & Tools:** Markdown, HTML5, Oxygen XML Editor, Figma, CMS platforms (Connect Composer), Acrolinx, Single-source publishing, SnagIt
- **Project Management & Workflow:** JIRA/Buganizer, Pega, Asana
- **Style Guides:** Google internal style guide, AP Style, Chicago Style, MLA Style, APA Style

EXPERIENCE

SENIOR TECHNICAL WRITER

DEC. 2022 – PRESENT

TECHNICAL WRITER

FEB 2022 – NOV 2022

Google (Contracted with Accenture) | Remote

- Wrote and published Google Help Center and Knowledge Base articles using a CMS single-source publishing environment, managing 10-12 concurrent projects with strict security compliance
- Collaborated with localization team to resolve translation queries and ensure content quality across 80 languages
- Designed documentation structure using information architecture and improved discoverability by 30%
- Built Help Center articles directly from Figma prototypes to enable simultaneous feature and documentation launches
- Trained Google's AI Content Lab using proprietary documentation, improving AI-generated content accuracy by 70%
- Led 5 writers delivering 45+ monthly projects and provide stakeholder communication
- Proposed and implemented 30% of Standard Operating Procedure improvements, reducing errors and streamlining team workflows

ACCESSIBILITY COMPLIANCE SPECIALIST **APR 2020 – JAN 2022**

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

- Ensured content quality and Section 508 compliance for online platform serving 8,750+ business school students
- Developed and delivered documentation training for 75+ staff members to improve content accessibility and adherence to style guide
- Led team of 5 editors, establishing quality standards and providing strategic direction

LEARNING EXPERIENCE DESIGNER **AUG 2019 – APR 2020**

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

- 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 (GRADUATE ASSISTANT) **AUG 2018 – MAY 2019**

University of Illinois, University Library | Champaign, IL

- Updated library website content in HTML to ensure usability and ADA compliance
- Collaborated with stakeholders to identify user needs and create targeted content solutions
- Created strategic research guides and reference materials to support institutional communications goals

TECHNICAL WRITER & RESEARCHER **JUN 2018 – AUG 2018**

John Deere Technology Innovation Center | Champaign, IL

- Wrote 30+ company profiles in 3 months to support vendor selection decisions for 2,000+ internal stakeholders
- Applied data visualization techniques to present research findings clearly and drive decision-making

EDUCATION

MASTER OF SCIENCE, LIBRARY & INFORMATION SCIENCE **2018 – 2019**

University of Illinois Urbana-Champaign

BACHELOR OF ARTS, ENGLISH **2008 – 2012**

The College of Wooster