

NICOLA O'SULLIVAN

Content Writer and Developer



nicolaots@gmail.com

EDUCATION

**MA in Technical
Communication and E-Learning**
University of Limerick
2016 - 2017

BA in Languages & Literature
University of Limerick
2012 - 2016

KEY SKILLS

Agile Methodologies
Content Strategy
Copy Editing
Customer Engagement
Cross-Team Collaboration
Independent Research
Information Architecture
Internal Knowledge Transfer
Mentoring
Public Speaking
Stakeholder Management
Structured Authoring
Technical Content Development
UX Writing

TECHNICAL EXPERIENCE

Adobe Analytics
Adobe Experience Manager
Adobe FrameMaker
Acrolinx
Articulate 360
Brightcove
Camtasia
Drupal
Khoros
Jira
Oxygen XML Editor
WordPress

EXPERIENCE

CONTENT DEVELOPER - WORKDAY COMMUNITY

Workday / Dublin / January 2022 – Present

Collaborate with stakeholders to uphold content and style standards on the Workday Community customer platform. Develop and promote content across multiple communication channels, perform structural and copy editing, and manage all stages of the content lifecycle.

- Manage the biannual Strategy Roadmaps project, overseeing 90 Subject Matter Experts (SMEs) to create, edit, and publish 50+ roadmap videos.
- Drive engagement by promoting key content through homepage announcements, and creating and delivering a weekly newsletter to 400,000 subscribers.
- Conduct User Acceptance Testing and document feature enhancements in release notes.
- Review, edit, and publish consistent and engaging 'What's New' video content in collaboration with the technical writing and product management teams.
- Research and develop comprehensive instructional content for internal stakeholders, covering content creation processes and best practices.
- Collaborated on the preparation and migration of 8,000 pages and 16,000 assets from Drupal to Adobe Experience Manager.
- Led a project to redesign dynamic landing page layouts, improving content discoverability and enhancing user efficiency.
- Served as the Hypercare contact for EMEA, using Khoros Care to provide support to internal and external stakeholders post-AEM migration.
- Assisted an external design agency in planning UX research for the Workday Community.

TECHNICAL WRITER

Workday / Dublin / September 2017 – January 2022

Worked as a member of 5 scrum teams on the Recruiting and Learning products to develop documentation for end-users and administrators using Oxygen XML Editor and internal content tools. Authored, published, and maintained UI text, release notes, Administrator Guide topics, and early adopter guides.

- Led a full restructure of the Recruiting Administrator Guide, improving topic organization and addressing information gaps.
- Reviewed Jira tickets and conducted SME interviews to develop clear, user-focused release documentation and product guides.
- Tested software features to ensure accurate documentation.
- Collaborated on the design and implementation of a new Troubleshooting template to provide a consistent user experience.
- Conducted customer interviews and developed a plan to improve documentation based on feedback.
- Advocated for the documentation team by presenting to stakeholders at internal conferences in Ireland and the US.
- Established a peer-review programme to improve content quality and knowledge sharing.
- Partnered with the translation team to resolve documentation issues and remove blockers to translation efforts.
- Worked with the support team to update documentation for common customer cases.