Patricia McPhee

TECHNICAL WRITER
CONTENT DESIGNER

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About Me

I'm a Content Designer and UX Writer and have been in the Tech Industry since the late 1990s, starting in support and moving to network system administration. However, for the past two decades, I've been taking the guesswork out of complex technical content and helping people navigate, use and troubleshoot products.

Education

02/2022 - Present
CareerFoundry
Full Stack Web Development

10/2010 – 05/2012
Kaplan University
BS in Health Science

02/1999 – 04/2001
DeVry University - Denver
AS Computer Systems

Work Experience

05/2022 – 11/2022
Content Designer, Contractor
Expedia Group/Braintrust

Performed a content analysis and inventory of the design system training material and documentation. Developed the initial outline for the onboarding and learning material for the design system.

05/2020 – 10/2021
Content Developer, Contractor
Microsoft/Kforce

Worked collaboratively with the Azure Dedicated engineering and UX Research teams to develop scenario and goal-based content. Wrote and edited UX microcopy and UI strings. Conducted audits of existing content to identify areas for improvement. Assisted with the copywriting of the Azure VMware Solution learning modules.

07/2019 – 06/2021
Freelance

- **Extreme Networks (2020 – 2021)** Reviewed and edited network hardware content for the FIPS program.
- **ZPE Systems (2019-2020)** Wrote a marketing campaign eBook. Wrote the learning material and voiceover scripts, provided the voiceover, and produced how-to videos.
- **Wax.io (2019)** Contributed to blockchain blog articles.

03/2019 – 06/2019
Technical Writer II
LivePerson

Wrote SDK and API guides for mobile messaging app.

01/2018 – 01/2019
Technical Writer II
Microsoft

Worked collaboratively with the Microsoft Edge and Windows networking core teams. Wrote and edited UX microcopy and UI strings. Conducted content audits to identify areas for potential improvement. Used qualitative and quantitative data to make data-driven decisions.

07/2017 – 12/2017
Technical Writer, Contractor
Oculus/Facebook

Developed internal cross-functional workflows and process documentation for a virtual reality R&D environment.

Skills

Technical Writing

Content Strategy/Design

UX/UI Writing

Information Architecture

Instructional Design

Markdown

Git/GitHub

Agile/Jira/Azure DevOps

JavaScript/Node.js

HTML/CSS

Figma/Miro

Work Experience (cont'd)

08/2016 – 05/2017
Software Technical Writer
GE Healthcare

Worked collaboratively with customers and support to update the outdated installation and upgrade guides. The rework in MadCap Flare resulted in more successful upgrades and reduced customer support calls.

09/2015 – 07/2016
Technical Writer II
Amazon

Wrote internal feature announcements and task-oriented procedure guides in MadCap Flare for warehouse employees.

03/2015 – 09/2015
Technical Writer, Contractor
Charter Communications

Worked collaboratively with video-on-demand and networking engineers to write standard procedures. Wrote Python scripts for system administration tasks.

01/2014 – 10/2014
Technical Writer
SolidFire, a NetApp company

Wrote release notes, configuration and troubleshooting guides, white papers, and solution briefs for the cloud storage solution in MadCap Flare. Also, wrote and edited UX microcopy and UI strings.

12/2012 – 12/2013
Technical Writer, Contractor
Sybase/SAP

Wrote installation, configuration, and API guides for a mobile money app.

07/2012 – 01/2013
Technical Writer Consultant
Wrote design specifications and instructor-led training guides for enterprise planning and budgeting software. Also, wrote and edited UX microcopy and UI strings.

Achievements

- Built an online help system using the Docusaurus docs-as-code framework for a tech security startup.

- Wrote shell scripts to automate OpenAPI content publishing for Extreme Networks.