

Patricia McPhee

Technical Writer / Content Developer / Voiceover Professional

 Broomfield, CO

 303.621.6898

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 www.patriciamcphee.com

ABOUT ME

I'm passionate about creating content experiences that help IT Pros achieve more with technology. I specialize in taking otherwise dead and useless guides and online help content and bringing them back to life by making them interactive, scenario based, and usable again.

SKILLS

Technical Writing

eLearning Script Writing

Instructional Design

Markdown

Git/GitHub

Agile/Jira/Azure DevOps

Adobe InDesign

Adobe Premiere Pro

Voiceover

Video Production

Work Experience

05/2020 – Pres.
Content Developer, Contractor
Microsoft/Kforce

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07/2019 – 06/2021

Freelance Technical Writer

* Extreme Networks (2020 – 2021) Review and edit network hardware content for the FIPS program. Wrote shell scripts to automate API content publishing.

* Netdata (2020) Wrote product content for a Linux server performance tool.

* ZPE Systems (2019-2020) Wrote marketing campaign eBook on automating the datacenter. Wrote video scripts, provided the voice over, 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.

01/2018 – 01/2019

Technical Writer II

Microsoft

Worked collaboratively with the Microsoft Edge and Windows networking core teams. 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

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

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Worked collaboratively with customers and support to update the outdated installation and upgrade guides.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 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 for the fulfillment centers.

03/2015 – 09/2015

Technical Writer, Contractor

Charter Communications

Worked collaboratively with video-on-demand and networking engineers to

About Me

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Patricia McPhee

TECHNICAL WRITER
CONTENT STRATEGIST

(425) 230-2037

hi@patriciamcphee.com

patriciamcphee.github.io/portfolio/

About Me

I'm a Technical Writer and Content Strategist 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

12/2022 – Present

Senior Technical Writer
Beyond Identity

Performed a content audit and analysis of the product documentation. Worked collaboratively with the core product engineering team to develop user and scenario-based deployment guides. Wrote and edited in-platform UI microcopy (error and warning messages and welcome instructions).

05/2022 – 11/2022

Content Strategist, 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.

10/2021 – 03/2022

Senior Technical Writer
Keyavi Data

Worked collaboratively with the core product engineering team to develop user and scenario-based deployment guides. Wrote and edited in-platform UI microcopy (error and warning messages and welcome instructions). Built an online help doc site using the Docusaurus docs-as-code framework.

05/2020 – 10/2021

Technical Writer, 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, PSCM Designs LLC

- **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.

03/2019 – 06/2019

Technical Writer II
LivePerson

Wrote SDK and API guides for mobile messaging app.



Skills

Technical Writing

Content Strategy/Design

UX/UI Writing

Information Architecture

Instructional Design

HTML/CSS

DITA/XML

Figma/Miro

Markdown

Git/GitHub

Agile/Jira/Azure DevOps

JavaScript/Node.js

Postman/Swagger

MongoDB

Docusaurus

Work Experience (cont'd)

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.

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Worked collaboratively with customers and support to update the outdated installation and upgrade guides. The rework 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 using 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.

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.
- Built a custom authoring environment in MadCap Flare and converted legacy content for several large corporations, maximizing content reuse and to reducing the cost of creating, managing, and publishing content.