



## Patricia McPhee

UX TECHNICAL WRITER  
CONTENT STRATEGIST

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[patriciamcphee.github.io/portfolio/](https://patriciamcphee.github.io/portfolio/)

## About Me

I'm a UX 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 - 01/2023

**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 UX 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 integration 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 UX 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

Docusaurus

Figma/Miro

Markdown

Git/GitHub

Agile/Jira/Azure DevOps

JavaScript/Node.js

Postman/Swagger

MongoDB

## 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.

07/2017 – 12/2017

### Technical Writer, Contractor

#### Oculus/Facebook

Developed 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 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 doc sites in Docusaurus for several tech startups, maximizing content reuse and reducing the cost of creating, managing, and publishing content.
- Wrote shell scripts to automate OpenAPI content publishing for Extreme Networks.
- Rewrote a decades-old installation and upgrade guide for customers and the support team of an electronic medical records platform, reducing the