Patricia McPhee

### Technical Writer / Content Strategist

*I am passionate about creating content experiences that help people navigate, use, and troubleshoot products.*

# **Accomplishments**

* Built an online help system using Docusaurus for a tech security startup.
* Wrote shell scripts to automate OpenAPI content publishing for a data center hardware company.
* Streamlined a weekly team status report for the executive team of a large technology company, reducing the time to compile and deliver the information by ~4 hours (more than half).
* Rewrote a decades-old installation and upgrade guide for customers and the support team of an electronic medical records platform, reducing the time to install or upgrade, data loss or corruption, and support calls.
* Built a custom authoring environment in MadCap Flare and converted legacy content for several large corporations, from healthcare companies to tech startups, maximizing content reuse and reducing the cost of creating, managing, and publishing content.

# **Work experience**

## Content Strategist, Contractor

#### Expedia Group, Braintrust

May 2022 - November 2022

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.

## Senior Technical Writer

#### Keyavi Data

October 2021 - March 2022

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.

## Technical Writer, Contractor

#### Microsoft, Kforce

May 2020 - October 2021

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.

## Freelance Technical Writer

#### PSCM Designs LLC

July 2019 - June 2021

#### Extreme Networks

Reviewed and copy-edited network hardware content for the FIPS program. Wrote shell scripts to automate API content publishing.

#### ZPE Systems

Wrote a marketing campaign eBook. Wrote the learning material and voiceover scripts, provided the voiceover, and produced how-to videos.

## Technical Writer II

#### LivePerson

March 2019 - June 2019

Worked with the mobile app development team to rewrite the SDK and API guides for mobile messaging.

## Technical Writer II

#### Microsoft

January 2018 - January 2019

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.

## Technical Writer, Contractor

#### Oculus VR, a Facebook company

July 2017 - December 2017

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

## Technical Writer

#### GE Healthcare

August 2016 - May 2017

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.

## Technical Writer II

#### Amazon

September 2015 - July 2016

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

## Technical Writer, Contractor

#### Charter Communications

March 2015 - September 2015

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

## Technical Writer

#### SolidFire, a NetApp company

January 2014 - October 2014

Wrote release notes, configuration and troubleshooting guides, white papers, and solution briefs for the cloud storage solution. I also wrote and edited UX microcopy and UI strings.

## Technical Writer, Contractor

#### Sybase, an SAP company

December 2012 - December 2013

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

## Freelance Technical Writer

July 2012 - January 2013

Wrote design specifications and instructor-led training guides for enterprise planning and budgeting software. I also wrote and edited UX microcopy and UI strings.

# **Skills**

Technical Writing Content Strategy/Design



UX/UI Writing Information Architecture



Instructional Design HTML/CSS



DITA/XML Figma/Miro



Accessibility Concepts Docusaurus



Confluence Markdown



Git/GitHub Agile/Jira/Azure DevOps



JavaScript/Node.js Postman/Swagger



MongoDB



# **Training and education**

**Full Stack Web Development** [**CareerFoundry**](https://careerfoundry.com/en/courses/become-a-web-developer/)- Remote February 2022 - Present

**Bachelors in Health Science** Environmental Health and Public Health Kaplan University - Remote

October 2010 to May 2012

### Associate of Applied Science

Computer Science and Information Technology

Denver Technical College, a division of DeVry University - Denver, CO February 1999 to April 2001