

Rachel Rigdon

Lead Technical Writer

Personal Info

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Phone
(903) 390-1752

LinkedIn
<https://www.linkedin.com/in/rachel-rigdon>

Website
<https://rrigdon.github.io/>

Skills

Software Documentation

Editing

Information Architecture

Google Analytics

Public speaking

Content Management

Mentoring, teaching, training

GitHub, VS Code

MkDocs, Markdown, Read the Docs

Education

2010-08 - 2012-05

Rhetoric and Public Culture, Master of Arts

Northwestern Uniniversity, Evanston

2005-08 - 2009-05

English, Communication Studies, Bachelor of Arts

Southwestern University, Georgetown

I'm a curious and fast learner who pairs deep product knowledge with empathy for the user. I work closely with product and engineering teams to coordinate feature documentation and releases.

I've worked as both a solo tech writer and a team lead producing software documentation for government agencies, start-ups, and large-scale enterprises. I excel at creating and training technical processes, including managing the docs-as-code systems used by 9+ writers to support 10+ help sites.

Work History

2022-07 - present	<div>Lead Technical Writer <i>SailPoint, Austin</i><ul style="list-style-type: none">Collaborate with engineering and product teams to track feature developments and align releasesTrain and support 9+ writers in creating and maintaining 10+ help websitesCreate information architecture, site configurations, and build and deployment pipelinesMentor teammates to encourage a culture of grace and empathy</div>
2020-02 - 2023-04	<div>Senior Technical Writer <i>SailPoint, Austin</i><ul style="list-style-type: none">Led the transition of SaaS documentation to new technical tooling including MkDocs, Markdown, MkDocs-Material, VS Code, GitHub, Google Analytics, and Google Tag ManagerArchitected and launched public-facing documentation for two new Cloud Governance SaaS products, leading to being nominated for the New Crew award twice for exceptional contributions to the company</div>
2018-12 - 2020-01	<div>Technical Writer <i>Anaconda, Inc, Austin</i><ul style="list-style-type: none">Maintained online release notes, installation guides, tutorials, troubleshooting, concepts, and FAQs for open-source products used by 20+ million usersCollaborated with subject matter experts, including engineers, community members, product managers, and trainers, to ensure accuracy and clarityCreated documentation using Sphinx, ReStructuredText, Read the Docs, Visual Studio Code, and GitHub</div>
2017-07 - 2018-11	<div>Technical Writer <i>CS DISCO, Austin</i><ul style="list-style-type: none">Managed feature process documentation in Confluence spaces, workflows, and Jira projectsDeveloped a scalable means of publishing and sharing documentation across the organizationWorked with developers, product managers, and UX designers to record technical processes and feature development arcs</div>
2015-09 - 2016-12	<div>Adjunct Professor, Communication Studies <i>Southwestern University, Georgetown</i><p>I created the curriculum and taught:</p><ul style="list-style-type: none">Public Speaking and Civic EngagementBusiness and Professional SpeakingCommunication, Culture, and Social Justice</div>