

# Rachel Rigdon

United States



rmrigdon@gmail.com



(903) 390-1752



[linkedin.com/in/rachel-rigdon](https://www.linkedin.com/in/rachel-rigdon)

## Summary

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 10+ writers to support 11+ help sites.

## Experience



### Lead Technical Writer

SailPoint

Jul 2022 - Present (11 months)

- Collaborate with engineering and product teams to track feature developments and align releases
  - Train and support 10+ writers in creating and maintaining 9+ help websites
  - Create information architecture, site configurations, and build and deployment pipelines
- Mentor teammates to encourage a culture of grace and empathy



### Senior Technical Writer

SailPoint

Feb 2020 - Jul 2022 (2 years 6 months)

- Led the transition of SaaS documentation to new technical tooling including MkDocs, Markdown, MkDocs-Material, VS Code, GitHub, Google Analytics, and Google Tag Manager
- Architected 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



### Technical Writer

Anaconda, Inc.

Dec 2018 - Jan 2020 (1 year 2 months)

- Maintained online release notes, installation guides, tutorials, troubleshooting, concepts, and FAQs for open-source products used by 20+ million users
- Collaborated with subject matter experts, including engineers, community members, product managers, and trainers, to ensure accuracy and clarity - Created documentation using Sphinx, ReStructuredText, Read the Docs, Visual Studio Code, and GitHub



### Technical Writer

DISCO

Jul 2017 - Nov 2018 (1 year 5 months)

- Managed feature process documentation in Confluence spaces, workflows, and Jira projects
- Developed a scalable means of publishing and sharing documentation across the organization

- Worked with developers, product managers, and UX designers to record technical processes and feature development arcs



### **Adjunct Professor of Communication Studies**

Southwestern University

Sep 2015 - Dec 2016 (1 year 4 months)

I created the curriculum and taught:

- Public Speaking and Civic Engagement
- Business and Professional Speaking
- Communication, Culture, and Social Justice

## **Education**



### **Northwestern University**

Master of Arts, Rhetoric and Public Culture

2010 - 2012



### **Southwestern University**

Bachelor of Arts, English Language and Literature, General

2005 - 2009

Specialty in Rhetoric and Composition

Minor in Communication Studies

## **Skills**

content management • documentation • editing • information architecture • mentoring • public speaking • Google Analytics • Software Documentation • Git • Project Management