

# Sarah C. Dugan

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Specialized ML writer with nearly a decade of experience crafting content for machine learning products. Combines deep technical knowledge with creative storytelling to make complex AI concepts accessible. Thrives in collaborative environments, bringing kind energy and solution-focused leadership to cross-functional teams. Excels in navigating ambiguity, transforming blank-slate challenges into polished technical narratives, and building strong partnerships with stakeholders and customers. Consistently delivers clear, impactful content that elevates product understanding and user experience.

## Experience

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*2025 – CURRENT*

### **Technical Content Lead | Stellic | Remote, USA**

- Built technical documentation as a core product function, establishing the company's first dedicated content strategy and documentation processes for a 70-person organization.
- Architected and maintained the company documentation portal, independently researching, executing, and launching a complete migration from Intercom to GitBook in under 3 months, enabling AI-powered insights and analytics across all user documentation.
- Own end-to-end product launch communications, managing all documentation deliverables from conception to publication across 500+ pages of technical content.
- Establish operational excellence through building Linear project management workflows, documentation governance processes, and scalable content systems that position the company for best-in-class standards.

*2021 – 2025*

### **Technical Writer | Google Cloud | Remote, USA**

- Owned the development and publication lifecycles for 3 enterprise products, delivering hundreds of public-facing documents annually for Google's Large Language Model (LLM), Gemini.
- Spearheaded the creation of launch documentation and code samples for Google's cutting-edge LLM, PaLM 2, including hand-crafting the API reference.
- Developed engaging creative content for official Google blogs, GitHub notebook samples, and collaborated with the sales engineering team as a content partner.
- Demonstrated leadership as the team's health and wellness liaison, managing a \$20,000 budget.
- Recognized as a top 5% leader at Google based on annual review rankings for job profile and organizational impact.

*2019 - 2021*

### **Technical Writer and Editor | Amazon Alexa, Amazon Web Services | Boston, MA**

- Led technical editing efforts across a wide range of AWS training content, including Game Tech, End User Computing, Security, Media Services, and IoT, supporting 20+ curriculum developers.
- Delivered significant quality improvements by editing over 30 technical courses in 6 months and contributing to a customer satisfaction score increase from 4.0 to 4.8 (out of 5).
- Empowered colleagues by mentoring, training, and leading sessions on effective technical writing practices.
- As a Technical Writer, provided comprehensive writing and editing support to 200+ Amazonians working on Alexa AI
- Developed a robust internal learning portal with a well-defined information architecture to assist new and experienced scientists in the Alexa AI team.
- Drove successful monthly team business reviews by aggregating and reporting metrics and KPIs from 5 sub-teams.

2017 - 2019

**Product Documentation Lead | Onapsis | Boston, MA**

- Led the development of comprehensive user documentation, including user guides, release notes, and in-product walkthroughs, reporting directly to the Chief Product Officer.
- Streamlined user onboarding and learning by converting 500 pages of Word documentation into a user-friendly, searchable portal built with MadCap Flare.
- Optimized review processes for agility, establishing efficient review schedules to align with bi-weekly sprints.
- Provided ongoing documentation support to Fortune 500 companies through bi-weekly contributions in Salesforce.

2016 - 2017

**Technical Writer | NantHealth | Boston, MA**

- Contributed to the development and management of comprehensive documentation for NaviNet
- Empowered user adoption for over 50 health plans (technical User Guides, FAQs, and new features)
- Authored compelling release notes for marketing teams
- Championed agile practices and collaboration within the documentation team (6-week sprints, daily stand-ups)

2015 - 2016

**Co-op Technical Writer | IBM Big Data Analytics | Boston, MA**

- Developed customer-centric technical content in DITA XML to IBM products as a full time student
- Enhanced user experience through design contributions, video tutorials, and end-to-end samples
- Created and delivered training programming and documentation for the global IBM Design Camp

## Education

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2016

**University of Massachusetts, Amherst**

BA in English Literature and Professional Writing and Technical Communications

Minor in Information Technology and Portuguese