

# Nicholas Boni.

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## SKILLS.

Web content production. Technical writing. Content curation, design, architecture, and strategy. Knowledge management systems (Salesforce, Adobe, ReadMe, Google). KCS v6 Practices Certified. User experience (UX) design. Search engine optimization (SEO). Program & people management. Strong communication skills. Strong problem solving skills. Independent research. ChatGPT (but not in this document). HTML. CSS. Markdown. Jira. Python. GitHub. LaTeX. Microsoft Office. Conversational Spanish.

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## RELEVANT WORK EXPERIENCE.

*Formant*. San Francisco, California.

2023 – present.

➤ **Technical Writer (remote).**

- Reducing customer onboarding time by up to 50% by producing 100+ pages of product documentation comprising configuration, common tasks, FAQs, and troubleshooting, with minimal guidance from developers.
- Writing UI text, tool tips, and release notes for complex new features on very short deadlines. Improving documentation, UX, accessibility, and company knowledge around existing features.
- Created and populated a knowledge base using a repository of past customer support cases and ChatGPT.

*National Instruments (NI)*. Austin, Texas.

2016 – 2020, 2021 – 2023.

➤ **Staff Content Curator (remote).**

- Deflected upwards of 50% of incoming customer support cases by maintaining a high-quality online content portfolio of over 5,000 public-facing articles for NI engineering test products.
- Defined and executed high-impact documentation initiatives by analyzing site traffic data, customer feedback, and SEO performance.
- Worked with product teams to prioritize and generate documentation for new products and features.
- Advocated and evangelized documentation best practices across departments, products, and topics to create a consistent, reliable, and superb customer experience.

➤ **KCS Program Manager (remote).**

- Trained, onboarded, and directly managed a team of 30+ knowledge workers to practice Knowledge-Centered Service (KCS)—a content-focused support workflow—within a global technical support team, from entry-level agents to worldwide department leadership.
- Set KPIs. Tracked and coached program performance through data analysis and 1x1 and group meetings.
- Championed department-wide adoption of KCS in 2017. Was recognized as a leader and a technical expert in documentation best practices and content management systems.

**Freelance Writer**. Brooklyn, New York.

2014 – present.

- Authoring articles in leading publications for New York City-based housing justice campaigns.
  - Generating pitches; contributing news analysis, editorials, web copy, and digital photographs.
  - Publications include *The Majority Report*, *Jacobin*, *Maudlin House*, *Bklyner*, *the Adirondack Daily Enterprise*, *the Austin American-Statesman*, *the Rensselaer Polytechnic*. Cited in *Popular Science*.
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## SELECTED PUBLICATIONS.

- [Formant: Getting Started Guide](#).
  - [Jacobin: "Social Housing for New York Is on the Table"](#) (2024).
  - [Jacobin: "The Bronx Apartment Fire Was a Product of New York's Out-of-Control Housing Market"](#) (2022).
  - [NI: Automotive Toolkits Troubleshooting Guide and FAQs](#).
  - More at <https://nicholasboni.com/writing.html>.
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## EDUCATION & CERTIFICATIONS.

*Consortium for Service Innovation*. San Carlos, California.

December 2022.

➤ **KCS v6 Practices Certified.**

- Demonstrated a thorough understanding of Knowledge-Centered Service through content creation, program adoption and management, and motivational techniques.

*Rensselaer Polytechnic Institute*. Troy, New York.

Graduated May 2016.

➤ **B.S. Physics.**

- GPA: 3.4/4.0. Minor in Professional Writing.
- Relevant courses: Writing About Science, Introductory Communication Theory, Creative Writing: Nonfiction.