

Nicholas Boni.

p. (518) 961-3298
e. nick@nicholasboni.com
a. Brooklyn, New York.
w. <https://nicholasboni.com>

SKILLS.

Web content production. Technical writing. Content curation, design, architecture, and strategy.
Content management systems (Salesforce, Atlassian, Google, ReadMe, Adobe). KCS v6 Practices Certified.
Project, product, and people management. Agile development flows. Writing crystal clear user stories.
User experience (UX) design. Search engine optimization (SEO).
Strong communication skills. Strong problem solving skills. Independent research.
LLMs (but not in this document). Jira. HTML. CSS. Markdown. Python. LaTeX. GitHub. Microsoft Office.
Conversational Spanish.

RELEVANT WORK EXPERIENCE.

Formant. San Francisco, California.

2023 – present.

➤ Technical Writer (remote).

- Transforming vague feature descriptions and minimal guidance into concrete user stories which populate and maintain a documentation center, knowledge base, and broad digital footprint; then executing on those stories.
- Defining, meeting, and reporting on KPIs to measure content performance for a variety of audiences with different perspectives, prerogatives, and needs.
- Coaching colleagues on written communication skills and empowering through use of new technologies to facilitate knowledge exchange.
- Reducing customer onboarding time by up to 50% by producing 100+ pages of product documentation.

National Instruments (NI). Austin, Texas.

2016 – 2020, 2021 – 2023.

➤ KCS Program Manager.

- 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 content production best practices and content management systems.

➤ Staff Content Curator.

- 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.

Freelance Writer. Brooklyn, New York.

2014 – present.

- Generating pitches, contributing news analysis, editorials, web copy, and digital photographs to NYC housing justice campaigns.
 - Publications include *The Majority Report*, *Jacobin*, *Maudlin House*, *Bklynner*, *the Adirondack Daily Enterprise*.
-

SELECTED PUBLICATIONS.

- [Formant: Getting Started Guide.](#)
 - [NI: Automotive Toolkits Troubleshooting Guide and FAQs.](#)
 - [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).
 - More at <https://nicholasboni.com/writing.html>.
-

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