

# Nicholas Boni.

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## SKILLS.

Content curation, design, and strategy. Content management systems. Customer experience design. Content production. Program management. Search engine optimization (SEO). Technical writing. KCS Practices v6 Certified. Copywriting. Copyediting. Research. Communications. Social media. Microsoft Office. Salesforce. JIRA. Adobe Experience Manager. HTML. CSS. Python. LaTeX. GitHub. GIMP. Working proficiency in Spanish.

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## RELEVANT WORK EXPERIENCE.

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

2016 – 2020, 2021 – present.

- **Staff Content Curator (remote).**
  - Managing an online content portfolio of over 5,000 public-facing articles for NI engineering test products.
  - Identifying gaps in NI documentation through data analysis; developing new content authorship projects; collaborating with technical experts to author and integrate new key documentation into content web.
  - Advocating and evangelizing documentation best practices across departments, products, and topics to create a consistent, reliable, and superb customer experience.
  - Using customer feedback to identify and execute major changes in web design and information architecture.
- **KCS Program Manager (remote).**
  - Evangelizing best practices in Knowledge-Centered Service (KCS)—a content-focused support workflow—to a global technical support team, from entry-level agents to worldwide department leadership.
  - Setting KPIs and tracking performance through data analysis and regular meetings in 1x1 and group settings.
  - Regularly generating and presenting data-driven reports to department leadership on the KCS Program and its business impact.
- **KCS Coach.**
  - Wrote, edited, and published hundreds of online technical articles.
  - 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.
  - Coached a team of eight engineers on content clarity, accuracy, findability, and SEO techniques.
- **Team Lead.**
  - Directly supervised and coached a team of eight engineers.

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

2014 – present.

- Generating pitches, contributing news analysis, editorials, web and social media copy, digital photographs to New York City-based campaigns ecological and social justice campaigns.
  - Publications include *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 & AWARDS.

- *Jacobin*: "[The Bronx Apartment Fire Was a Product of New York's Out-of-Control Housing Market](#)" (2022).
  - *Bklyner*: "[Brooklyn Needs Public Power](#)" (2021).
  - *Statler & Waldorf*: "[Fifteen Years Later](#)" (2016).
    - Won First Prize in Multimedia in the 2016 McKinney Creative Writing Contest.
  - More at <https://nicholasboni.com/writing.html>.
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## EDUCATION & CERTIFICATIONS.

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

December 2022.

- KCS Practices v6 Certified.
  - Demonstrated a thorough understanding of customer 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 Coursework:
  - **Writing About Science:** Presenting scientific info to a general audience. Written and multimedia formats.
  - **Introduction to Communications:** Communication theory, persuasion, social media in political and ideological campaigns.
  - **Creative Writing: Nonfiction:** Compelling storytelling and narrative construction.