

Nicholas Boni.

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SKILLS.

Technical writing. Web content production. Content curation, design, and strategy. Content management systems. Copywriting. Copyediting. UX design. Search engine optimization (SEO). Program and people management. Research. Communications. KCS Practices v6 Certified. Python. Jira. GitHub. HTML. CSS. Markdown. LaTeX. Microsoft Office. Salesforce. GIMP. Working proficiency in Spanish.

RELEVANT WORK EXPERIENCE.

Formant, San Francisco, California.

2023 - present.

➤ **Technical Writer (remote).**

- Reduced 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.
- Documented, wrote UI text, tool tips, release notes, etc. for new features; improved documentation and UX around existing features.
- Implemented comprehensive API documentation using OpenAPI.

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.
- Analyzed customer feedback, traffic data, SEO, etc. to identify and execute on critical documentation initiatives. Worked with product teams to prioritize documentation around 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 and tracked performance through data analysis and regular 1x1 and group meetings.
- 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.

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.

- [Formant: Getting Started Guide.](#)
 - [NI: Automotive Toolkits Troubleshooting Guide and FAQs.](#)
 - *Jacobin*: "[The Bronx Apartment Fire Was a Product of New York's Out-of-Control Housing Market](#)" (2022).
 - *Bklyner*: "[Brooklyn Needs Public Power](#)" (2021).
 - 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.