Stephanie Bergmann

Silver Spring, MD

bergmannstephaniemichelle@gmail.com | linkedin.com/in/stephanie-bergmann

Portfolio featuring technical writing and graphic design publications: smbergmann.github.io

EDUCATION

University of Massachusetts Amherst – Amherst, MA   May 2021

Bachelor of Arts in English, College of Humanities and Fine Arts
- Certificate in Professional Writing and Technical Communication
- Certificate in The Study and Practice of Writing

SKILLS

- Zendesk, Salesforce
- Atlassian software (Jira, Confluence)
- HTML, CSS; YAML for Application Programming Interface (API) documentation
- GitLab and Visual Studio Code for API documentation
- Microsoft Office, Google Drive
- TechSmith Snagit; Adobe InDesign and Photoshop; Canva

RELEVANT EXPERIENCE

Ticketmaster – Los Angeles, CA   January 2024 – Present

Knowledge Solutions Specialist (Remote)
- Manage 2000+ internal and external knowledge articles within Salesforce for technical accuracy, relevance, and alignment with style guide
- Collaborate as needed with the Product Solutions team to revise documentation in alignment with updates to Ticketmaster software and to address recurring customer questions
- Document technical writing best practices for distribution to the Product Solutions team

F5, Inc. – Seattle, WA   March 2022 – April 2023

Technical Writer I (Remote)
- Developed documentation on a weekly basis alongside 4 teams of 10-15 software engineers throughout the Software Development Life Cycle (SDLC) in a fast-paced startup culture
- Authored customer-facing user interface and API documentation for new releases and updates to the App Infrastructure Protection (AIP) cloud security application
- Refined 200 pre-existing technical articles for consistency and accuracy over 2 months
- Rebranded new and pre-existing documentation in alignment with the product's name change

University of Massachusetts Amherst – Amherst, MA

IT Communications   May 2020 – February 2022

Content Coordinator (Remote)
- Published public-facing and internal technical documentation for the UMass Amherst IT website, including detailed descriptions of IT-offered services and procedural documentation
- Refined, reformatted, and reorganized pre-existing technical documentation
- Assisted IT Communications Team in moving documentation to new ServiceNow platform
- Created 7 tutorial videos demonstrating use of OneDrive and Duo Multi-Factor Authentication

International Programs Office   August 2021 – February 2022

Communications Coordinator (Remote)
- Designed promotional materials to encourage students to study abroad, including bus advertisements, postcards, and digital and printed posters
- Coordinated and maintained social media presence on Instagram with a bi-weekly post cadence
- Organized, designed, and sent weekly UMass Abroad newsletter to over 500 students
- Updated IPO website layout and content on a monthly basis