

# Stephanie Bergmann

Silver Spring, MD

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Portfolio featuring technical writing and graphic design publications: [smbergmann.github.io](https://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

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

## RELEVANT EXPERIENCE

*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 full product development cycle 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

October 2019 – February 2022

University of Massachusetts Amherst 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 step-by-step instructions for use
- 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, Duo Multi-Factor Authentication, and Azure Virtual Desktop

University of Massachusetts Amherst 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

University of Massachusetts Amherst Writing Center

October 2019 – May 2021

**Writing Tutor** (Hybrid)

- Collaborated with 4 students per week at any stage of their writing process in 45-minute sessions
- Facilitated students' understanding of their personal writing process and style
- Wrote brief client evaluations to document each student's progress and learning style