Sean Patterson

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Relevant Experience

NICE CXone - Technical Writer   **May '18 - Present**

- Create and maintain user focused API & product documentation, release notes, and so forth. Deliverables are primarily HTML5 outputs of online help and developer documentation.
- Built a new internal developer portal in MadCap Flare. This required a rewrite of all existing developer docs with lead engineers and Expert Services. Used HTML forms to streamline processes like registering integrator's apps.
- Collaborated with product managers and engineers to implement context-sensitive help (CSH) across the product suite using MadCap Flare. Actively maintain CSH as project lead.
- Manage internally and externally sourced documentation requests through JIRA. This requires strong rapport building skills and cultivation of cross-departmental relationships.
- Managed source control and deployment of online help and internal developer portal with git.
- Performed usability testing on the online help. Compiled data from user research and Google Analytics to drive content and site enhancements.

POPi/o - Technical Content Creator (Contractor)   **Aug '20 - July '22**

- Created and maintained product documentation, release notes, feature introduction videos, and so forth. Also created materials for internal groups like onboarding and implementation.
- Handled customer communications for releases, including maintenance and hotfix notifications. Drafted content, sent notifications, and managed customer responses.
- Developed processes for internal and external technical communications, like release and maintenance notifications. This improved internal efficiency and empowered groups like Sales and Support to stay up to date with the products.
- Consulted R&D as a UI/UX writer. Drafted UI text, implemented a UI text style guide, and reviewed UX flows.
- Trained internal personnel, like Support and CSMs, to create technical documentation. This increased support efficacy and established a crowd-sourced knowledge model.

Medicus Wealth Planning / Acute Engineering - Technical Writer Internships   **2017**

- Completed two internships while finishing university degree – one as a team lead to overhaul the new hire handbook for Acute Engineering, the other as a content revision consultant for Medicus Wealth Planning.
- Conducted highly technical interviews with senior structural engineers and financial consultants.

Skills

MadCap Flare & Capture	Adobe InDesign and Photoshop	Confluence & JIRA
HTML, CSS, JS	Google Analytics	AI (Midjourney / ChatGPT)
Postman	Video Editing Software	Git/GitHub (Source Control)

Education

Utah Valley University   **Graduated: Dec '17**

- Bachelor of Arts in English, Writing Studies
- Minor in Technical Communication