

# Sean Patterson

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## Relevant Experience

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### 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 portal.
- Built a new developer portal in MadCap Flare. This required a complete rewrite of all developer docs with lead engineers. Used HTML forms to streamline processes like generating auth tokens and registering 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 source control and deployment of online help and developer portal.
- Manage internally and externally sourced documentation requests through JIRA. This requires strong rapport building skills and cultivation of cross-departmental relationships.

### POPi/o - Technical Content Creator - Contractor

Aug '20 - May '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.
- Generated full product documentation from scratch.

### 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

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MadCap Flare & Capture  
HTML, CSS, JS  
Postman

Adobe InDesign and Photoshop  
Google Analytics  
Video Creation Software (Blender)

Confluence & JIRA  
Microsoft Office  
Git/GitHub

## Education

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### Utah Valley University

Graduated: Dec '17

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