Sean Patterson

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Relevant Experience

NICE inContact   **May '18 - Present**
Technical Writer
- Create and maintain user-focused software documentation for the online help site and other similar outputs. Content includes product documentation, release notes, APIs, and so forth.
- Performed usability testing and Google Analytics analysis to drive content and site development.
- Collaborated with product managers and engineers to implement context-sensitive help (CSH) across our product suite using MadCap Flare.
- Actively manage and handle internally and externally-sourced documentation requests through JIRA. This endeavor enables me to build strong and reputable cross-departmental relationships. These relationships facilitate countless collaborative projects aimed at enhancing our overall product offering and NPS score.
- Consistently increase web development and source control experience through managing and deploying the online help site.
- Achieve annual goals or objectives with a 90%+ success rate.

Medicus Wealth Planning   **July '17 - Dec '17**
Technical Writer Internship
- Completed policies and procedures internal manual using Adobe. Material sourced from a variety of PDFs, articles, and employee interviews.
- Performed substantial amount of copy editing and revision as the organization had not previously employed a professional writer.
- Collaborated and managed internship details (deadlines, logistics, etc.) with head finance officer and executive secretary.

Acute Engineering   **Jan '17 - May '17**
Technical Writer Internship
- Team leader for overhaul of the *Acute Engineering New Hire Handbook*. Collaborated with two other writers.
- Conducted highly-technical interviews with senior engineers to understand industry software and internal procedures.
- Performed substantial copy editing and revision of intensely technical procedures using Adobe and Microsoft programs.

Skills

HTML, CSS, Javascript	MadCap Flare and Capture	Adobe InDesign and Photoshop
Confluence & JIRA	Google Analytics	Microsoft Office

Education

Utah Valley University   **Graduated: Dec '17**
- Bachelor of Arts in English, Writing Studies emphasis (major)
- Technical Communication Certificate (minor)