

STEPHANIE OGBURN

she/her

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CONTACT

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EDUCATION

UX Content Collective

UX Writing Fundamentals: 2022

Career Foundry

Intro to UX Design: 2020

Galvanize

Full-stack Development: 2016

Yale School of Forestry and Environmental Studies

MESc: 2007

University of South Carolina

BA,BS: 2002

SKILLS

Content Strategy

UX Writing

Technical writing/documentation

Heuristic Analysis

Customer Journeys

Persona Creation

Structured Interviews

Textual Analysis

Usability Testing

Writing / Editing

Agile software development

Technical project management

Web/mobile app development

Figma / Adobe CS

SERVICE

UX Giving Back Projects

Conduct UX research for Colorado-area nonprofits through a local UX professionals group

Board member

Shadowcliff Mountain Sanctuary

EXPERIENCE

Content Strategist, Technical Writer: Radial Development Group

Jan 2021 - April 2022

- Founded, edited, and produced weekly company e-newsletter
- Developed internal company style guide and evangelized communication guidelines
- Crafted technical documentation/manuals for various projects leading to improved user experiences

Highlights

- 30-40% newsletter open rate
- Improved developer onboarding experience by reconfiguring information architecture
- Increased client satisfaction by rewriting technical documentation

Project Manager & Software Developer: Radial Development Group

June 2017 - July 2018, Nov 2019 - Jan 2021

- Delivered complex hardware and software projects for a wide range of clients

Team Lead: Nutrien Ag Solutions

July 2018 - April 2019

- Coordinated cross-team communication between design teams, product owners and developers to deliver complex features

Digital Strategist & Producer: KUNC

June 2014 - April 2016

- Implemented content strategy for social platforms
- Reported and produced stories for NPR stations / shows

Science Writer: ClimateWire

Feb 2013 - June 2014

- Wrote accurate science and political news on tight deadlines

Digital Editor: High Country News

Oct 2009 - Feb 2013

Highlights

- Doubled web traffic from social sources
- 30% increase in social media users in a 2-year period
- Launched a blog vertical leading to a successful book project

- Pioneered the digital transformation of a 40-year-old publication from print-focused to web-first publishing

- Developed web-first publication processes

- Led content strategy for a variety of blog verticals, email newsletters, and social media platforms

- Trained editorial staff on social media and writing for the web