N. Parker Jones

Experienced tech writer (6+ years) with an emphasis on Agile methodology, docs-as-code processes, and clear communication over jumbled jargon.

Table 1. Skills

- MadCap Flare	- Jira & Confluence
- Git/GitHub	- Agile methodology
- Snagit	- Editing
- Hugo	- Antora

Experience

Corcentric, LLC (remote)

Technical Writer, March 2022 - March 2023

- Finance-specific (invoicing, procurement, order to cash, procure to pay) with MadCap Flare
- Transitioned two products from Microsoft Word to MadCap Flare
- Coordinated release scheduling for three products with independent release schedules
- Implemented Git branching and style guide verification with Vale
- Localized content for multi-language translation support

FM:Systems Group, LLC (remote)

Technical Writer, team lead, June 2016 - August 2021

- Spearheaded the transition of docs from MS Word to MadCap Flare and Hugo for HTML and PDF outputs
- Deployed online documentation for the first time in company's history
- Implemented Git processes (branching, pull requests, merging, release tagging) for the technical writing team source code
- Implemented review standards and style guide verification with Mad Quality and Vale plugins
- Developed on-boarding and training materials for new tech writers in Confluence

Cisco Systems Inc.

Technical Writer August 2015 - May 2016

- Collaborated with subject-matter experts across six departments to product internal

- Formalized procedures and protocols to increase efficiency and confidence in meeting deadlines

Education

Master of Arts, English

University of North Carolina at Wilmington | Wilmington, NC 2015, summa cum laude

Bachelor of Arts, English

University of North Carolina at Wilmington | Wilmington, NC 2011

Certifications & Awards

- Poynter ACES Certificate in Editing, 2021
- Eagle Scout, Boy Scouts of America, 2007