

# N. PARKER JONES

## TECHNICAL WRITER

Experienced tech writer in Financial and Facility Management industries with an emphasis on Agile methodology, docs-as-code processes, and clear communication over jumbled jargon.

**Portfolio:** <https://technicallyawriter.org>

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### SKILLS

- HTML5 & CSS
- Markdown, AsciiDoc
- MadCap Flare
- Hugo
- Antora
- Git/GitHub
- Agile Methodology
- Jira & Confluence
- Linux/Unix
- Web Accessibility (WCAG)

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### EXPERIENCE

#### TECHNICAL WRITER

Corcentric, LLC | March 2022 - March 2023 (contract)

Wrote end-user docs and release notes in MadCap Flare for procure-to-pay and order-to-cash workflows across three products. Implemented Git branching best practices for continuous delivery into staging and production environments. Advocated for and ultimately configured Vale for style guide validation. Received an "Employee Spotlight" award in Q3 2023.

#### TECHNICAL WRITER

FM:Systems Group, LLC | June 2016 - August 2021

Spearheaded the transition from Microsoft Word to MadCap Flare to produce online and PDF docs. Led Daily Stand-up, Sprint Planning, Backlog Refinement, and Retrospective meetings in Jira/Confluence for the tech writing team. Led efforts of special development team to increase WCAG 2.0 AA compliance within the flagship product.

#### TECHNICAL WRITER

Cisco Systems, Inc. | August 2015 - May 2016 (contract)

Produced internal documentation across six departments to formalize processes, improve on-boarding, and streamline efficiency.

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### EDUCATION

#### MASTER OF ARTS, ENGLISH

University of North Carolina at Wilmington | 2015  
summa cum laude

#### BACHELOR OF ARTS, ENGLISH

University of North Carolina at Wilmington | 2011

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### CERTIFICATES & AWARDS

Employee Spotlight award recipient, 2023  
Poynter ACES Certificate in Editing, 2021  
Eagle Scout, Boy Scouts of America, 2007