

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.

SKILLS

- MadCap Flare
- AsciiDoc
- Hugo
- Antora
- Git/GitHub
- Agile Methodology
- Jira & Confluence
- Linux

EXPERIENCE

TECHNICAL WRITER

Corcentric, LLC | March 2022 - March 2023

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. Years later, led the transition from Flare to Hugo.

TECHNICAL WRITER

Cisco Systems Inc. | August 2015 - May 2016

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

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

CERTIFICATES & AWARDS

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