

Elysa Hall

Senior Writer, Technical Writer, Content Management Specialist, and Editor



Experienced technical writer, editor, trainer, and project manager in the Greater Seattle area. I have 10 years of content experience, 8 years in customer relations experience, and 5 years IT Support experience. I like learning, challenges, and finding ways to streamline processes. I love helping people by creating online resources, in a 1:1 manner, and in a 1:many manner. I love to dig into a topic and ask questions in order to bring the best plan for projects. In my spare time I like to draw, read, and play console/PC video games.

JOB EXPERIENCE

Amazon Seattle, WA — Senior Programmer Writer /Technical Writer III

January 2020 - Current

Writer, editor, process engineer and content manager for AWS CLI User Guide content used by all kinds of AWS customers. The Python based AWS CLI is used by a wide range of customer skills and knowledge, and the user guide must accommodate all of them. The AWS CLI User Guide had one of the highest view counts for AWS and some of the highest impact for customers as it was a highly used gateway for AWS Services. Some duties include:

- Using agile practices to write, edit, publish, and deprecate new and existing content for the AWS CLI User Guide and AWS CLI contribution guide.
- Publish using the Amazon flavored Docbook xml format using the Oxygen editor in the internal amazon publishing pipelines.
- Work with developer and content SMEs to ensure accurate processes and solutions.
- Edit, publish, and deprecate new and existing AWS CLI command examples hosted on GitHub that are provided by both internal SMEs and public contributors.
- Triage a queue with shifting priorities and deadlines with multiple stakeholders including a large queue of customer feedback tickets from the documentation.
- Improve content across 200+ services in collaboration with other writers by utilizing the feedback from the large audience from the AWS CLI.
- Process improvement by experimenting with new tools including AI prompt engineering.

Amazon Seattle, WA — Technical Writer and Content Management Specialist

September 2019 - January 2020 as a permanent Amazon employee

February 2019 - September 2019 performing the job as a contractor with **TRC Consulting Services**

Writer, editor, process engineer and content manager for Standard Operating Procedures used by Seller Support Contact Center Associates. Some duties include:

- Write, edit, publish, and deprecate new and existing content.
- Publish using xml, html, and using DITA using the Oxygen editor in the Ajuda CMS.
- Work with SMEs and CPMs to engineer easy to follow processes and technical solutions.

Seattle, WA

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[LinkedIn profile](#)

WRITING SKILLS

Start to finish writing process

Research, copy, proofreading, editing, formatting, reviewing, staging, and online publishing.

Experience in multiple copy

types User Guide, Help Center, Knowledge Base, printed, technical, slide decks, and training.

Experienced in multiple writing styles, including Amazon and Google style and best practices.

Process engineering

Can dig into copy and process to create and confirm correct processes that can be properly followed to reduce time spent reading documentation.

TECHNICAL SKILLS

Experience in developer systems
Git, GitHub, PRs, Kanban, Scrum, Agile, VS Code, AWS CLI

AI apps and prompt engineering

Received a wide variety of AI usage training and have experience prompt engineering a wide variety of internal and external AI tools.

Experienced in Amazon products

- Triage a queue with shifting priorities and deadlines with multiple stakeholders.
- Work with the localization/translation team to resolve any issues for translation into required language layers.

VACO SF onsite at Google San Jose, CA — *General Writer*

November 2017 - July 2018

General writer for various Google products. Using the internal ticketing system I performed the following duties:

- Took the lead in content inventory management.
- Lead in reporting on process issues with processes, translation requests, and software issues.
- Owned the writing and editing for the Google My Business product.
- Triaged writing projects based on workload, changing timetables, and product release dates.
- Worked with SMEs and SWEs to improve readability of new and existing content using the Google writing style. Content includes Help Center, Knowledge Base, canned response, community post, Twitter, Facebook, SOP, print-out, and slide deck content.
- Helped improve existing team processes by QAing, filling in knowledge gaps, or retooling a process.
- Perform lead writer duties including general writer team point-of-contact, and training the general writers.

Frank, Rimerman + Co. LLP San Jose, CA — *IT Trainer, Technical Writer, and IT Service Desk Associate Tier 2*

November 2015 - June 2017

Internal trainer for the firm for IT technologies, Technical Writer for IT Documentation, and backup Service Desk associate. I performed the following duties:

- Lead the strategy for all IT process documentation. Identified IT and user insights to edit or create new content. Wrote copy, proofread, edited, and formatted content sourcing the SME as needed. Content included training materials, email templates, document templates, SharePoint sites, spec sheets, help content, and how-to content.
- Lead in the compilation of IT process issues and forwarding to appropriate channels. Issues included but not limited to: software upgrades, IT process pitfalls, and lack of user education.
- Plan, design, and present internal training to the firm for new and existing IT systems.
- Manage, plan, and implement projects/processes for new and upgraded systems.

MediaTek Inc. San Jose, CA — *IT Helpdesk Associate*

March 2015 - November 2015

IT Helpdesk Support for the MediaTek Inc. USA sites. Created and maintained detailed tickets in the IT ticket system received via email, phone or through the web portal. Resolved IT issues over the phone, in company chat service, and through email. This included coordinating with overseas coworkers. Issues consisted of a range of email, application, web, or phone issues. Wrote troubleshooting instructions to be shared with other IT Support to pool our knowledge.

Internal ticketing system, tools, Q CLI, Q developer, AWS CLI

Experienced in Google products

Internal ticketing system, Google Docs, Help Center CMS, YouTube, Google Play

Content systems

Microsoft Office, PowerPoint, Dreamweaver, HTML, XML, DITA, Publisher, Ajuda, Oxygen, and SharePoint. Familiarity with RoboHelp, Framemaker, and Flare.

IT support skills

Experience in troubleshooting and helping customers with their computer issues, including creating documentation for common cases.

Design

Photoshop, Illustrator, and experience in digital painting.

Programming/markup languages

GDScrip, HTML, JavaScript, PHP, MySQL, Java, and CSS.

Problem solving skills

Computer, web, and technical issues.

Excellent with computers

Programs learned quickly, have assembled/disassembled computers.

PROJECT MANAGEMENT SKILLS

Experienced presenter and trainer.

Task and goal oriented

Self-directed, able to organize and prioritize a long list of tasks with multiple stakeholders and changing timetables.

Excellent relational experience

Friendly, excellent social skills,

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Stanford University Stanford, CA — *Administrative Associate*

August 2014 - January 2015

Assisted in daily activities for the research lab and proofread, formatted, and designed figures for research manuscripts. Repaired, maintained, and updated the software in the lab computers as needed.

University of Washington Seattle, WA — *Program Coordinator*

March 2013 - November 2013

Received and placed orders for the University. Tracked transactions using detail-oriented paperwork tracking and database management. Triaged requests and communications between all stakeholders with strict deadlines. Managed employee in the import process.

University of Washington Seattle, WA — *Program Assistant*

February 2008 - March 2013

IT Support gateway and web manager for the department. The department originally hired IT Support services, and I took the initiative to provide internal support that saved the department money as well as improving the quality of support. Designed, maintained, and updated various Department websites, including identifying knowledge gaps in online content. IT tasks included troubleshooting IT issues, replacing computer parts, ordering new IT equipment, and setting up new equipment. Provided backup duties for the purchaser during time off.

and collaborated with a variety of personalities and ages.

Detail oriented and thorough

Actively pursue time management methods for ever-changing tasks and optimizing my processes.

EDUCATION

Everett Community College,
Washington 2006

Henry Cogswell College, Everett
Digital Arts 2004-2006

REFERENCES**Jonathan Bryant**

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