NICK D'AMORE TECHNICAL WRITER

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Greater Seattle Area, WA

Summary

Technical writer with previous experience in web development and systems administration. Uses design thinking to help plan, develop and launch digital products and effective documentation.

Skills and tools

- HTML and XML
- CSS
- JavaScript
- Git and GitHub
- Writing and editing
- User focused documentation
- Project management

- Jira and Confluence
- MkDocs static site generator
- Hugo static site generator
- Figma
- Adobe Illustrator
- Visual Studio Code
- Linux

Recent experience

Lautenbach Recycling, Mount Vernon WA   Marketing & IT Coordinator | December '19 - Present

- Develop and execute digital marketing strategy for industry leading sustainable waste facility
- Designed trade-show backdrops, printable infographics, and technical brochures for company's services
- Successfully redesigned company website and content to improve the customer experience, SEO and conversion rate
- Developed and contributed to an internal wiki containing company operating procedures, emergency manuals and internal IT documentation using the Hugo static site generator and markdown to write the docs, hosted on github
- Created the company's internal IT department and developed processes using best practices for asset management, change management and information security. Partnered with third party vendor to implement changes, and to outsource Tier 1 help desk support
- Led the transition to remote work with a successful rollout of Microsoft Teams, SharePoint Online & OneDrive. Conducted weekly user training sessions

Habitat for Humanity, Island County   Store Manager | July '19 - November '19

- Oversaw day to day operations for a local Habitat for Humanity's reuse store during transition to new leadership model
- Produced a total store visual merchandising guide based on customer feedback and sales trends to help store volunteers execute winning merchandising strategies
- Designed and produced written operating procedures for store operations including scheduling donation pick-ups, operating the point of sale system, and store opening and closing procedures
- Utilized store's social media presence to improve customer relationships and increase merchandise donations
- Implemented "set based pricing" on matching furniture which improved the store's average sale price and items per transaction

Other experience

Macy's, Burlington WA   Merchandise Team Manager | 2018 - 2019
Macy's, Kennewick WA   Sales Manager | 2017 - 2018
Macy's, Kennewick WA   Administrative Support Team Supervisor | 2015 - 2017
Geek Squad, Kennewick WA   Computer Repair Technician | 2011 - 2013
Freelance (remote)   Web Design & Copywriting | 2009 - 2011

Education

Alfred State College, NY   Liberal Arts & Sciences: Humanities Program | 2005 - 2007
Westfield High School, NY   New York State Advanced Regents Diploma | 2001 - 2005