

LAUREN E. CONRAD
laurenconrad1993@gmail.com
914-417-1971
<https://laureneconrad.com/>

PROFILE

As a dedicated technical writer with 6 years of experience, I create high-quality content that conveys technical concepts in a voice and style that is understandable to any audience. My documentation has helped sell software, onboard new customers, and reduce training time.

SKILLS

- **Software:** WordPress, JIRA, Asana, MadCap Flare, GitHub, Command Line, Confluence, Google Drive, Adobe FrameMaker, Sublime Text, Slack, Trello, Zoom, Wrike, AWS, Dropbox, Canva, Camtasia, Final Cut Pro, Redocly
- **Markup Languages:** HTML, CSS, Markdown, XML
- **Abilities:** API documentation, Agile methodology, Video Tutorials, Project Management, UX copy, Infographics, Release notes, Flow Charts

WORK EXPERIENCE

Technical Writer (Contract)
Fast

July 2021 – Present
Remote

- Wrote documents showing small business owners how to use HTML and CSS to add 1-click checkout functionalities to ecommerce stores
- Employed GitHub and Writing-Docs-as-Code methodology to publish documents
- Taught new customers how to onboard into Fast's system through my documentation

Technical Writer
MURAL

Sept 2020 – June 2021
Remote

- Established API reference site and wrote API documentation to help developers incorporate MURAL's features into their own apps
- Wrote easy-to-understand documentation about highly technical concepts like Bring Your Own Key Encryption and Single Sign On processes to help IT managers get onboarded.
- Established and wrote for a company developer blog, which got the word out about MURAL

Technical Writer (Contract)
Windval Technologies

July 2020
Remote

- Wrote and edited API documentation
- Helped implement voting software to be used in North Dakota elections

Technical Writer
Casebook PBC

Sept 2019 – May 2020
New York, NY

- Built the knowledge base, designing its graphic layout and writing 50+ end-user facing help articles, to help sell the product to many new customers
- Created training videos to onboard users
- Wrote UX copy for apps to help customers navigate the user interface
- Wrote weekly release notes to inform customers of new product features

Technical Writer **April 2019 – June 2019**
National Debt Relief, LLC **New York, NY**

- Wrote 30+ documents on Sales team’s tasks, which streamlined onboarding for new Sales team members
- Interviewed SME’s to understand and document complex Excel formulas
- Became fluent in MadCap Flare

Technical Writer (Contract) **Oct 2018 – Jan 2019**
Rokkan Media, LLC **Remote**

- Wrote 10+ help articles for QuickBooks that enabled customers to understand software
- Created library of 300+ reusable sentences for use in help articles to enable product team to streamline the document-writing process
- Used WordPress CMS and HTML/CSS to create written and visual content

Technical Writer **July 2016 – Sept 2018**
MediaRadar, Inc **New York, NY**

- Wrote 75+ training documents, which reduced onboarding time on Data Intake Team from 7 weeks to 4 weeks
- Crafted 300+ word glossary that enabled new VPs and department heads to get acclimated to the company more easily and efficiently
- Established company-wide documentation style guide that streamlined the document writing-process
- Designed flow charts, decision trees, and infographics

Technical Writer (Contract) **May 2016 – June 2016**
Success Academy Charter Schools **New York, NY**

- Wrote and edited user guide for educational software, which helped teachers learn new program
- Wrote feature-based documentation for 106 software modules
- Tested accuracy on 60 help articles, which ensured that current documents were up to date

Technical Writer (Intern) **Dec 2015 – March 2016**
Mozilla **Remote**

- Designed and created training site to teach new technical writers how to write articles
- Wrote 30 support articles on Firefox Hello video chat feature, Firefox for iOS app, and more
- Created video tutorials to educate new employees on how to use Mozilla Create a New Article feature
- Researched and added UX tool tips to Mozilla Create a New Article feature
- Created marketing materials including infographics and email copy to recruit new volunteers for the organization

EDUCATION

Purchase College - State University of New York Graduated Cum Laude in May 2015
Bachelor of Arts **Majors:** Creative Writing & History