

SARAH VICKERS

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| VERSATILE TECHNICAL/UX WRITER AND CONTENT STRATEGIST |

A *creative content curator* with a keen eye for detail and passion for technical and UX writing. Whether *building engaging documentation libraries, developing consistent style and language standards* to implement across platforms, or *improving user experience through content optimization*, I am committed to helping users easily navigate and understand complex technology tools. I am eager to leverage my *writing expertise, drive to learn new systems, and ability to improve processes* to ensure continued growth and success.

SKILLS & KNOWLEDGE

Technical Writing	Content Strategy	Language Consistency	Process Improvement
UX Writing	Content Curation	Usability Testing	Help Authoring
Copy Writing	Style Consistency	Video Production	Web Optimization
Proposal Writing	Style Implementation	Project Management	Training

Technical Competence: MS Office | Adobe Acrobat | Adobe InDesign | Adobe Photoshop | Adobe Illustrator | Adobe RoboHelp | Jira | WalkMe | Snagit | Confluence | Frame | MadCap Flare | Oxygen XML Editor

PROFESSIONAL EXPERIENCE

RISKLENS

Senior Technical Writer

Spokane, WA

2020-2021

- **Developed a WalkMe-based in-app user assistance system** in collaboration with development and business leaders, **optimizing the user experience and increasing utilization among hundreds of users.**
- **Created a comprehensive content library** from inception through performing needs assessments, understanding diverse use cases, researching market trends, and developing SOPs and manuals, **enhancing competence of a complex software system.**
- **Revamped technical documentation organization-wide** by incorporating walk-throughs, informational videos, and voiceovers, streamlining language and style, and training technical partners, **optimizing quality, accessibility, and usability.**

ASSETWORKS

Technical Documentation Specialist

Spokane Valley, WA

2015-2020

- **Implemented new language and style standards** by assessing existing documents, identifying gaps and inconsistencies, and developing an updated plan within the RoboHelp-based web system, **enhancing the user experience across 7,000+ files within four months.**
- **Created new documentation standards** across print and digital manual templates, reference glossaries, style sheets, and internal process documents, **streamlining product terminology across platforms.**
- **Updated product documentation** among existing materials to align with new process standards, including system requirements, installation, setup, administration, and user guides **in collaboration with technical leaders.**

FL SMIDTH

Technical Writer

Spokane, WA

2012-2015

- **Created comprehensive documentation library for \$20M+ global mining projects**, including operation and maintenance manuals, installation and assembly guides, and proposals, using research findings and engineer insights.
- **Developed and implemented style and language standards** by building a single corporate output documentation, **adopted across all U.S., Germany, and South Africa offices.**
- **Led weekly training sessions with technical writing team** to review style and language standards, **improving consistency across platforms and overall user experience.**

EDUCATION

Eastern Washington University

Bachelor of Arts: English | Major: Technical Communication | Minor: Visual Communication Design

Cheney, WA

June 2010

UX Writing for Technical Writers certification *through UX Writers Collective* (Since 2021)