

ERIN JERISON

TECHNICAL WRITER AND UX WRITER

419 Redwood Ave., San Bruno | erin.jerison@gmail.com | www.erinjerison.com

SKILLS

UX writing	DITA	User-centered design
Technical communication	XML/HTML/CSS	Markdown
Visual design	JavaScript (incl. jQuery and JSON) and Python	JIRA/RTC/Issue Tracker

RELEVANT EXPERIENCE

Technical Writer, Android Automotive UX @ Google Jul 2022 - Present

- Embedded as part of a UX/design team, documenting Android Auto and Android Automotive UX and design guidelines for car manufacturers and 3rd-party app developers.
- Spearheaded the development of design-/guideline-focused app development content: collated existing content and drafted new content to fill knowledge gaps.
- Implemented visual overhaul for Design for Driving website, translating designers' vision into reality.

Technical Writer @ NS1

Sep 2020 - Jun 2022

- Developed new and updated existing technical documentation to meet the needs of customers.
- Documented HTTP API endpoints to allow users to educate themselves on their various DNS resources, allowing them to take timely action on (and automate the flow of) DNS traffic.
- Created in-product guides, using Pendo to lead users through important administration tasks within the UI.
- Provided input on and strings for UX copy.

Information Developer @ IBM

Jan 2009 - Mar 2015

- Created embedded and external content for a database management product. Deliverables included progressively disclosed content (UI strings, tooltips, hovers, messages, context-sensitive help) and external help center topics and articles.
- Spearheaded new types of content delivery and media, including: online tutorials, scenario-based writing, post-sales technical overview content, video instruction and online demos.
- Coordinated transfer of documentation writing responsibilities to team of software developers: handled scheduling, provided DITA training and writing guideline education, and edited all content.
- Edited documentation content for team of writers. Edited articles by database experts for external publication.

EDUCATION

M.A., Technical Communication

Jan 2016 - May 2019

Texas Tech University

- Focus in visual rhetoric, new media, and user-centered design.

B.A., English - Professional Writing

Jan 2003 - Dec 2008

Purdue University

- Focus in print & digital publishing.
- Minor in computer & information technology.