



# Alex Whitfield

## Technical Writer

AlexWhitfield-TW.com

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Charlottesville, VA

### Software

Microsoft 365	Adobe RoboHelp	MadCap Flare	Jira
Microsoft Teams	Adobe Acrobat	Perforce	Confluence
Visio	Affinity Publisher	Adobe Photoshop	SnagIt
SharePoint	Affinity Designer	Adobe Illustrator	Camtasia

### Skills

Agile / Scrum	Software documentation	Style guides	CSS
Writing / Editing	Knowledge bases	Developer guides	HTML
Proofreading	Content management	User guides	XML
AP Style guide	Training materials	Markdown	

### Employment

#### **Gameplay Designer** **id Software** *May 2017 - August 2023*

- Wrote, reviewed, and edited internal documentation in content management systems that covered complex information in a clear and concise manner
- Maintained 20+ documents and revised documents based on user feedback and from personally testing end user documentation against current software
- Consolidated knowledge bases totaling 30,000 words into a single 10,000 word knowledge base
- Interviewed subject matter experts (SMEs) to ensure simplified information was accurate
- Collaborated with cross-functional teams to write user questionnaires and release notes which covered improvements, changes, bug fixes, and new features
- Created templates, flow diagrams, and presentations for department heads, executives, and stakeholders, and managed stakeholder relationships in an Agile environment
- Produced four internal videos demonstrating proper use of internal tools and conducted three Q&A sessions for developers who had additional questions about the tools
- Led a team of 10 that updated the product to meet new parent company’s internal accessibility standards and prepared the team to plan for accessibility during the next project’s pre-production
- Launched an education initiative to improve the quality and efficiency of 70+ user tutorials
- Co-mentored two employees and created onboarding tutorials for new software and best practices
- Participated in 15+ candidate interviews and advised stakeholders on the candidates’ weaknesses, strengths, culture fit, and opportunities for growth
- Founded and maintained six social Slack channels promote positive team culture

### Education

<b>University of Washington</b> <i>Certificate in Professional Technical Writing</i>	<i>October 2023 - June 2024</i>
<b>Southern Methodist University</b> <i>Masters in Interactive Technology</i>	<i>August 2013 - May 2015</i>
<b>George Mason University</b> <i>Bachelor of Game Design</i>	<i>August 2009 - May 2013</i>