



Alex Whitfield

Technical Writer

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 Charlottesville, VA

Employment

Gameplay Designer / Technical Writer

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 parent company's internal accessibility standards and planned 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

Software

Microsoft Office
Visio
SharePoint
Adobe Acrobat
Adobe Creative Suite
Version Control Software
Jira
Confluence
SnagIt
MadCap Flare
Camtasia

Skills

Agile Methodology
Scrum
Software documentation
Knowledge bases
Content management
Training materials
Style guides
Developer guides
User guides
Standard Operating Procedures (SOPs)
Markdown

Education

University of Washington

Certificate in Professional Technical Writing

October 2023 - June 2024

Southern Methodist University

Master of Interactive Technology

August 2013 - May 2015

George Mason University

Bachelor of Game Design

August 2009 - May 2013