Elizabeth Wright
Senior Technical Writer

(415) 971-8257
www.goaskbeth.com
linkedin.com/in/zbwright

Results-driven technical content strategist, specializing in designing and building documentation suites for startups. Strengths include information design, technical writing, project management, people management, process design, graphic creation, and agile development environment.

EXPERIENCE

Checkr
San Francisco, CA

Content Strategist / Senior Technical Writer   2018-present

- Led all product documentation for Checkr, a high-growth unicorn startup with a 2.2B valuation.
- Responsible for customer-facing documentation strategy, planning, and delivery across all company initiatives, including in-app text strings, customer- and candidate-facing emails, beta documentation, Help Center, and developer documentation.
- Created and led cross-functional teams to drive product messaging across the organization.
- Ported existing proprietary API documentation to OpenAPI 3.0 based tooling. Defined parameters for all existing and new endpoints and added programming guides.
- Built User Guides, Screenings guides, release notes, and other reference materials for the Checkr Dashboard.
- Designed and built in-app help for the Dashboard.
- Drove company-wide adoption of multiple internal communication methodologies, including Jira and Confluence.

CoreOS
San Francisco, CA
(acquired by Red Hat)

Information Architect / Senior Technical Writer   2017 – 2018

- Led the documentation efforts for Tectonic, an enterprise-ready Kubernetes platform that provides automated operations, enables portability across private and public cloud providers, and is always upstream OSS.
- Managed documentation for all CoreOS sponsored open source projects, including Container Linux, Quay, etcd, flannel, rkt. Clair, Ignition, and Matchbox.
- Restructured public-facing documentation for enterprise product and open source projects to move all materials toward a more searchable, browseable, descriptive, and task-based format.

Livefyre
San Francisco, CA
(acquired by Adobe)

Senior Technical Writer   2014 – 2016

- Led the documentation development process for the internet's leading real-time conversation and curation platform.
- Designed a new documentation site for both developer and dashboard user guides, and managed build out in WordPress.
- Designed, wrote, and edited existing and new documentation for developer APIs and the Studio user interface.
- Ported API documentation to Swagger-driven tooling.

Vindicia

Redwood Shores, CA
(acquired by Amdocs)

Senior Technical Writer   2011 - 2014

- Led the documentation process for both internal and external developers for a SaaS Billing company.
- Designed and developed an interactive online library for all customer-facing documentation, resulting in a better customer experience, and fewer technical support interactions.
- Created three new product documentation suites, with an overall increase in customer-facing documentation of 50%.
- Managed external contractors, as required.

Interactive TV Today

San Francisco, CA

Gallery Manager   2009 – 2014

- Curated and managed the gallery component of the TV of Tomorrow Conference at the Yerba Buena Center for the Arts.
- Built the gallery from 5 local, to 17 local and international artists.

Clarus Systems

Redwood City, CA
(acquired by Riverbed Technology)

Senior Technical Writer   2006 – 2008

- Designed and developed a full documentation set for an IP Telephony automated testing system. Created graphics and related collateral for all company publications and website.

Finaplex

San Francisco, CA
(acquired by Broadridge)

Process Analyst / Senior Technical Writer   2006 – 2007

- Defined and documented processes required for a hosted financial management system to transition to a shrink-wrapped product.

Green Array

San Francisco, CA

Senior Technical Writer / UI Advisor   2004 – 2005

- Provided technical documentation and UX feedback for a hosted project management and collaboration software.

House of Louie

San Francisco, CA

Process Analyst / Inventory System Designer   2002 – 2004

- Designed and implemented a retail appliance company's first inventory control system for $3M on-site inventory.

EDUCATION

Master of Architecture, The Ohio State University
Master of Arts, Art History, The University of Virginia
Bachelor of Arts, summa cum laude, Art History and English Literature, The University of Virginia

SKILLS

Information design	Content development
Strategic thinking	Cross-team collaboration
Negotiation skills	People & process
Risk management	management
Project Management	Process optimization

TOOLS

Adobe Creative Cloud	OpenAPI 3.0
Adobe FrameMaker	Markdown
Atlassian products	Lucidchart
MadCap Flare	Git