

BRIAN SKIPWORTH

TECHNICAL WRITER

CONTACT

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SKILLS

Product Documentation
User Manuals
Software Development Lifecycle
Visualization Creation

EDUCATION

Bachelors of Arts
Columbia College Chicago
2006-2009

Audio Arts and Acoustics with
concentration in Audio Production

SOFTWARE

Confluence 
JIRA 
Google Docs 
Google Workspace 

PROFILE

Technical Writer with years of experience crafting procedure manuals, process documentation, how-to guides, customer support portals, FAQs, knowledge base articles, product documentation, test cases, and technical specifications.

Experience includes transportation service operations with real world logistics and digital product development. Extensive work in Agile software development, data analytics, data mining, platform integrations, and APIs.

WORK EXPERIENCE

Technical Writer

Freelance 2022-present

- Create documentation tailored for the specific target audience(s).
- Interview subject matter experts to gather necessary information and context.
- Partner with end users to understand use cases and ensure that all requirements are fulfilled by the resulting document(s).
- Evaluate options for publishing documentation and present recommendations.
- Structure documentation to allow users to quickly locate relevant information.
- Design, build, and maintain templates for individual document types and information architecture.
- Troubleshoot existing documentation and information architecture to implement fixes for specific challenges.
- Ensure that deliverables align with organizational and industry standards.
- Match writing style of existing materials for continuity.

Director of Technical Program Management

Electrum (formerly Pick My Solar) 2020-2022

- Managed product roadmap and prioritization of Software Development backlog.
- Wrote user stories and specifications for new features, enhancements, and data engineering for analytics.
- Wrote customer-facing website copy, product and process descriptions.
- Designed and built automated end user communications via text and email.
- Created flowcharts documenting current and planned features and integrations.
- Constructed analytics dashboards using Google Analytics, Tableau, and AWS QuickSight.

Co-founder, VP of Operations and Digital Product

Tesloop 2015-2019

- Principal digital product development, design, and analytics.
- Managed a 16 member team operating a mobility service using Tesla electric vehicles growing revenue from \$0 to over \$1MM annual run rate.
- Created automated workflows, achieving as much as 62% efficiency gains.
- Authored policies and trained customer support team, achieving an overall customer satisfaction rating of 4.8 out of 5.