

# Carson Hill

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## TECHNICAL WRITER

**Agile professional** with more than four years of experience writing, editing, and publishing customer-facing online support material.

**Technology enthusiast** with an intimate knowledge of mobile operating systems including iOS, Android, and BREW.

**Passionate life learner** constantly investigating new tools, methods, and ideas.

**Technical professional** ready for their next challenge.

## SKILLS

Technical Writing and Editing  
Project Tracking  
Quality Assurance  
Application Support  
Technical Processes  
Scrum Meetings  
User Interface  
Active Learning

## HIGHLIGHTS

**Mentored new hires** on authoring standards & tool utilization.

**Subject Matter Expert** for Windows, Android, and iOS.

Curated knowledge base of **over 18,000 articles and 20,000 simulations**.

## TECHNOLOGIES

MS Expression, Visio, SharePoint  
Adobe Photoshop  
HTML, JIRA, Cloudberry, SQL  
Mobile Operating Systems  
MS Office Suite  
DBVisualizer

## PROFESSIONAL EXPERIENCE

EXPEDITORS INCORPORATED, Seattle WA | **2017–Present**

*Application Support Specialist, Visibility & Reporting Support (2019-Present)*

Provides internal application support relating to shipment tracking, reporting, and documentation. Uses SQL queries and DBVisualizer to troubleshoot reporting issues and data accuracy for customer-facing shipment reporting.

- Supports over a dozen internal tracking tools daily for over 300 offices locations.
- Authors improvements to internal documentation for accuracy and ease of reading.
- Trains new hires on call flow and application support.

CONDUENT (FORMERLY XEROX, WDS GLOBAL), Redmond WA | **2011–2017**

*Knowledge Specialist (2014-2017)*

Promoted to this position based on strong writing and editing skillset. Copy edited and published support content for Sprint's website and mobile application. Determined whether new content meets quality and editing standards. Took ownership of numerous side projects, evaluating the potential for improved support documentation.

- Drafted Mockup templates for new article design with adaptive layout.
- Piloted a community support blog for Sprint's webpage.
- Mentored and trained new authors on content creation, tool use, and authoring standards.

XEROX, Redmond WA

*Knowledge Author (2013-2014)*

Selected to take on more visibility and responsibility based on a firm grasp of mobile operating systems. Wrote and edited customer and agent-facing mobile support content for Sprint. Captured images and assembled simulations to describe various device functions and troubleshooting processes. Authored troubleshooting guides, FAQs, spec sheets, How-to articles, and device simulations for all of Sprint's support channels.

- Collaborated as part of a small team to generate an average of 160 support documents for each device, working within a 2-week launch window.
- Created mockup "Freeroam" simulation proof-of-concept

WDS GLOBAL, Kirkland WA

*Technical Support Specialist (2011-2013)*

Provided personalized Tier 3 device support to RadioShack customers, dealing with a wide variety of technical issues. Supported mobile devices running Android, iOS, Windows Phone, BREW, and Blackberry operating systems for multiple wireless carriers across the country.

- Audited call records for quality and accuracy.
- Moderated RadioShack support forums for over 6 months.

UW BOTHELL, Bothell WA

*Community Advisor (2010-2011)*

Provided paraprofessional advising to over 70 undergraduate students in two residential environments. Managed administrative tasks including room condition reports, maintenance requests, incident reports, and the room change process.

## EDUCATION

UNIVERSITY OF WASHINGTON, Bothell WA

*Bachelor of Arts in Culture, Literature, and the Arts (2007-2011)*

## TESTIMONIALS

STEPHANIE HAWTHORNE

*Americas Knowledge Director, Conduent*

"Carson worked directly for me on the WDS Global Knowledge Team and then later under Conduent. He was promoted to Knowledge Specialist due to his keen eye, attention to detail, and creative and technical writing skills. Carson's sense of humor has made him a joy to work with personally and professionally. I would recommend Carson and would be happy to work with him again in the future."

JORDAN ELLINGSON

*Technical Lead, Conduent*

"I've seen [Carson] grow from a young support technician to an excellent technical content writer. I've always been impressed by his impeccable attention to detail, as well as his ability to work through tough situations (and tight deadlines!) without breaking a sweat. Any company will find Carson to be a great asset to them."