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Erin Wiedemer, PMP, SSM
Senior Technical Communication Specialist

Services

- Documentation project management
- Project or team Scrum Master
- Senior-level technical writing of end user and internal documentation, release notes, online help, wikis, training materials, and video scripts
- Usability (UX) writing and testing
- User Interface (UI) writing
- Remote, self-motivated, and independent documentation and project management

Skills

- Content reuse and conditional/signaled text
- Minimalist writing and simplified English
- Writing fully accessible content
- Topic-based authoring
- Global team collaboration
- SME interviewing
- Learn software quickly
- HTML, CSS, DITA
- Software: Jira, Confluence, SharePoint, FrameMaker, RoboHelp, Madcap Flare, Connect Composer (Google), Microsoft Office Suite, Acrobat Pro, Snag-it, Camtasia, Alfresco CMS, Xopus, Arbortext, Gamma (Google), Google Workspace, MailChimp, Web Publisher

Education and Certifications

- Flagler College: Bachelor of Arts in English
- Project Management Institute: Certified Project Management Professional (PMP)
- Scaled Agile Framework 5: Certified SAFe 5 Scrum Master (SSM)
- Office of Strategic Initiative Management: Lean Six Sigma White Belt

Professional Experience

Contract Senior Technical Writer, Google, Inc. (Remote) October 2014–Present

- Email project management and production work for mandatory Google Workspace emails in HTML and Gamma (proprietary Google email campaign management tool)
- Write email production articles in HTML (using Connect Composer) for the Google Workspace writers help center
- Develop Google Workspace Admin help center articles for Admin console tasks.
- Develop Google Workspace Admin help center onboarding articles with a focus on DNS settings
- Create and test all reusable signaled snippets used in help center articles
- SME for DNS settings and email production
- Helped write Google Workspace onboarding and trials User Interface (UI)
- User experience (UX) writing and testing for Google Workspace onboarding and account setup

Technical Writer III, Document Storage Systems, Inc. (Remote) October 2014–July 2021

- Developed, edited, and updated EHR software user, admin, training, and installation manuals, tech docs, and release notes in Adobe FrameMaker 2020
- Collaborated closely with SMEs and project managers to develop documentation as part of the Agile software development lifecycle.
- Developed online help for DSS software products in HTML 5 using Adobe RoboHelp
- Formatted and tagged all documentation deliverables in PDF for Section 508/WCAG2.0AA Accessibility standards
- Worked with training team to improve their training video scripts and make their videos fully accessible
- Worked with developers to improve software interfaces with proven accessibility and UX techniques and formatting.
- Acted as scribe and Scrum Master on various product teams as needed
- Provided project management, leadership, and mentoring for the Documentation team

Contract Technical Writer, SAP, Inc. (Remote) October 2013–September 2014

- Collaborated with SMEs to develop SAP courseware (instructor and student handbooks, e-learning course materials, and virtual life classroom course materials), and Course Structure Design (CSD) documents
- Edited text and graphics for courseware and CSDs
- Wrote courses in DITA using Alfresco CMS, Xopus, and Arbortext XLM documentation products

Contract Technical Editor, Sitecore, Inc. (Remote) July 2013–October 2013

- Edited and re-wrote educational course curriculum and course PowerPoint slides for clarity and consistency
- Collaborated with instructional authors and designers to develop more accurate and effective educational course curriculum.

Contract Technical Writer and Editor, Cisco Systems (Remote) May 2013–August 2013

- Wrote and edited Wireless Access Point installation and technical manuals in FrameMaker
- Collaborated with project managers, development teams, and QA teams
- Maintained and organized technical documentation through Web Publisher online portal

Contract Technical Writer, Cross Match Technologies (Remote) August 2011–July 2013

- Wrote and edited over 20 installation, user, admin, and troubleshooting manuals for biometric security hardware, software, and network solutions with FrameMaker 10 in Controlled English for accurate translation
- Documented highly secure server networks for specialized agencies and governments
- Collaborated with project managers, designers, developers, network professionals, installers, and trainers to ensure documentation was easy to use and understand in sensitive fields and harsh and dangerous environments
- Received an excellence award for my work on the CMABIS product manuals in 2012