

Erin Wiedemer, PMP, SSM

Senior Technical Communication Specialist

Services

- Project management
- Project or team Scrum Master
- Senior-level technical writing of email campaigns, newsletters, press releases, presentations, end user and internal documentation, release notes, online help, wikis, training materials, and video scripts.
- User Interface (UI) writing

Skills

- Excellent written and verbal communication
- Writing and testing AI Agent prompts and scripts
- Teaching and training, both in person and virtually
- Minimalist writing and simplified English
- Writing fully accessible content
- Global team collaboration
- SME interviewing, research, and analysis
- HTML, CSS, DITA
- Project Management
- Scrum Master
- Software: Acrobat Pro, Arbortext, Camtasia, Confluence, Connect Composer (Google), Dreamweaver, FrameMaker, Gamma (Google), GitHub, Google Workspace, GUS (Salesforce ticket system), Heretto, Jira, Madcap Flare, MailChimp, Microsoft Office 365, oXygen, Perforce (P4v), RoboHelp, Salesforce, SharePoint, WordPress,

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

Recent Professional Experience

Senior Technical Writer, Salesforce (Remote) November 2021–Present

- Work with product managers to plan features and scrum work for each release (three per year).
- Work with product managers, customers, and UX designers to develop Nonprofit Cloud features
- Project management of all technical writing work for Nonprofit Cloud in each release
- Interview and report upon potential Content Experience (CX) new hires
- Write all UI text in the Nonprofit Cloud product and associated managed package products
- Write release notes for Nonprofit Cloud and associated managed package products
- Write and test AI Agent and chatbot scripts and prompts
- Write object reference guides for Nonprofit Cloud and associated managed package products
- Write Nonprofit Cloud and associated managed package products help articles

- Review Nonprofit Cloud Trailhead content prior to release
- Train new hires

Volunteer Newsletter Director, Society for Technical Communication, Silicon Valley Chapter, January 2021–December 2021

- Collaborated with neighboring STC chapters to coordinate events and announcements
- Wrote and edited the twice monthly newsletter
- Distributed the newsletter using Mailchimp
- Promoted the chapter and events in social media
- Reported on newsletter engagement metrics to the board and at the chapter meetings

Contract Senior Technical Writer, Google, Inc. (Remote) October 2014–November 2021

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

Related Work Experience

Manager & Newsletter Director for the Center for Positive Living

- Wrote edited, and published the weekly bulletin, the monthly calendar of events, and the monthly newsletter
- Planned, marketed, coordinated, and managed special events, guest speakers, and performances
- Posted and managed website content using MS FrontPage.

Writing and Editing Intern for the American Culinary Federation

- Edited and proofread the national newsletter, Center of the Plate, and proofread the national magazine, Culinary Review
- Wrote reoccurring feature articles: “Kudos,” “Chef and Child,” “ACF News,” “Chef Connections,” and “Chapter News”
- Wrote and edited national press releases, brochures, and mailings

Teaching Presentations

- STC Summit 2019: Accessibility and Privacy – Techniques for Designing and Editing Documents
- STC Summit 2020: Privacy Protection and Accessibility in Technical Writing, half-day workshop
- STC Educational Webinar, 2021: Beyond the How-To: Special Requirements of Medical Software Documentation
- TechCom Dojo, 2020: Writing Accessible Technical Documentation
- STC Summit 2023: How to Make Your Documentation Deliverables Accessible