

Sarah Vickers

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SENIOR TECHNICAL & UX WRITER

With over 12 years of technical writing experience in fintech and software industries, I have fueled my career initiatives with a passion for learning and understanding user needs to create the more useful user guides and workflows and implement software training and documentation. Within six months in my last position, I optimized communication skills and strategies to boost user proficiency and interaction by 25%.

WORK EXPERIENCE

TREASURY4 | Spokane, WA

12/2021 - 07/2024

Senior Technical Writer | Full-time

- Revamped user guides and workflows, documentation, and implemented Stonly, boosting software training and user proficiency by 25%
- Partnered with UX and Product teams crafting, responding to feedback, and editing clear and concise in-software text improving overall user experience.
- Translated complex data weekly from Jira/Confluence, code, and API processes into intuitive and accessible resources for Fintech/treasury industry.
- Developed and implemented company voice strategies within two months. Then produced high-quality audio and video marketing and training content boosting engagement and brand consistency within six months.
- Shared documentation briefs and collaborated with C-suite and Customer Success teams to optimize sales and product marketing presentations for the core product, improving customer and prospect satisfaction.

RISKLENS | Spokane, WA

02/2020 - 11/2021

Senior Technical Writer

- Collaborated with leaders to develop WalkMe-based in-app user assistance, optimizing user experience within 6 months.
- Optimized documentation organization-wide by streamlining language, style, and training, improving usability and quality both internally and externally within 9 months.
- Established SOPs and manuals to boost software system competence through comprehensive content library.

ASSETWORKS | Spokane Valley, WA

09/2015 - 02/2020

Technical Documentation Specialist

- Improved documentation quality and consistency by assessing existing documents, identifying gaps, and developing an updated plan for 7000+ RoboHelp files within 6 months.
- Enhanced documentation quality and consistency by creating new templates and reference glossaries within 5 months.

FLSMIDTH | Spokane, WA

04/2012 - 09/2015

Technical Writer

- Created a comprehensive documentation library for \$20M+ global mining projects: operation and maintenance instruction manuals, installation and assembly guides, and proposals.
- Established and enforced style and language guidelines, promoting unified messaging and coherence across multiple global locations.

EDUCATION

BACHELOR OF ARTS IN TECHNICAL COMMUNICATION

Eastern Washington University | Cheney, WA

CERTIFICATIONS

CONTENT DESIGN LEADERSHIP

02/2025 - 05/2025

UX Content Collective

SKILLS

Adobe Acrobat | Azure DevOps | Cloud Services | Confluence | Content Strategy | Copy Writing | Figma | Help Authoring | Jira | MadCap Flare | MS Office | Oxygen XML Editor | Proactive Communication | Process Improvement | Project Management | Release Notes | Snagit | Stonly | Style/Language Consistency | Technical Writing | Training | Usability Testing | UX Writing | Video Production | Word