
RACHAEL GALLEGOS MUNCRIEF

EDUCATION

NEW MEXICO STATE UNIVERSITY | BACHELOR OF ARTS, ENGLISH | 2012

SKILLS

Technical Writing	Management	Roadmapping	PRIME
Editing	Mentorship	Site Information Architecture	PDMLink
UX Writing	Content Backlogs	JIRA	SharePoint
Proposal Writing	Content Intake	Graphic Design	Microsoft Office
Content Strategy	User Research	Airtable	Adobe Creative Suite
Content Design	Wireframes	Miro	Remote-Capable
Creative Writing	Content Modeling	Figma	DOD/DOE Clearance Eligible

EXPERIENCE

SENIOR LEAD TECHNICAL WRITER, CONTENT STRATEGY MANAGER | WAYFAIR | 2022—PRESENT

Responsible for developing a single team of technical and UX writers to support the entire Storefront technology organization at Wayfair. Manage a team of technical and UX writers, develop an intake process, backlog, prioritization metrics, key performance indicators, prioritization and roadmapping, and an operational model in alignment with the UX Research team. Organize and develop a recurring content office hour meeting to support cross functional teams (engineering, design, and product management) with their documentation projects. Develop team culture and processes.

LEAD TECHNICAL WRITER, CONTENT STRATEGY | WAYFAIR | 2021—2022

Responsible for ensuring high quality of all technical documentation and communications by drafting materials, implementing processes, and collaborating with team members. Communicate complex concepts to a variety of audiences. Conduct internal audits of the content management system and our content model. Engage with our program managers to ensure our content model and the site information architecture (IA) is up-to-date. Iterate the site IA to launch App documentation (guidelines for components and tokens). Present to stakeholders and users of the design system site to assist with their own documentation strategies and goals.

SENIOR TECHNICAL WRITER & EDITOR IV | RED INC COMMUNICATIONS | 2018—2021

Serve as the lead technical writer/editor by supporting and engaging with communication teams, management, product realization team (PRT) leads and members, and executive leadership for meetings, publications, and release schedules. Write and edit Engineering Authorizations (EAs), Technical Manuals (TMs), and General Engineering Documents (GEs) such as technical user manuals, tester development manuals, test plans, test reports, and other associated technical documents. Edit award documentation, posters, presentations, and flyers for communication and publication. Assist with preparing illustrations, graphic images, diagrams, and charts while creating documents and publications.

LEAD CONTENT EDITOR/WRITER | EAGLE HARBOR/KONIAG | 2017—2018

Develop the standard templates for multiple contracts housed under the Koniag umbrella. Work on SDLC and Network Infrastructure deliverables by hosting Tech Update Meetings, Agile Stand-Up Meetings, Network Mapping, As-Is Analysis, and Current State Documentation. Drafted user guides, contract deliverable items, training documentation, manuals, technical publications, style guides, presentations, graphics, and proposals for multiple software development life cycle (SDLC) contracts. Edited request for proposals (RFPs), internal policies, templates, and style guidance for the Department of the Interior.

RACHAEL GALLEGOS MUNCRIEF

CONTRACTS SPECIALIST | US AIR FORCE RESEARCH LABS | 2017

Copper Cap Intern position with the Air Force Research Laboratory to gain experience with Federal Acquisition Regulations (FAR) and government contracting (e.g., requests, proposals, bidding, acceptance). Edited monthly metric reports and documents prior to Air Force review. Capture the history and progress of the Research Labs association with the Air Force. Provide accurate and relevant reporting to diverse, high-level military personnel and research directorate members.

LEAD PROPOSAL WRITER | HB CONSTRUCTION | 2017

Develop and write web content such as blogs, articles, and community engagement pieces. Utilized photography skills to create and publish graphics for work samples, demos, posters, and presentations. Attend pre-bid conferences, deliver requests for proposals (RFPs), and proposal bid unsealing. Analyze the needs of stakeholders to develop appealing and fiscally lucrative RFP submissions, and design/build specifications to create and verify project plans. Schedule and facilitate proposal kick-off meetings for data collection and positioning input, including internal debriefs to collect learning and improvement goals for future success. Format, organize, and package proposals through technical writing, graphic design, videos, QR codes, and marketing analysis.

CURRICULUM DEVELOPER/WRITER & INSTRUCTOR | NEW AMERICA SCHOOL WRITER | 2016—2017

Develop the curriculum road map for the Language Arts Grade 12 Department. Established a curriculum repository and base-line documents for training and educational materials. Present and make recommendations regarding course design, technology, and instruction delivery options. Work with administrators, teachers, charter school board, and the public to gather, update and coordinate curriculum standards requirements as necessary. Integrate testing, studies, research, standardized test score analysis and feedback into curriculum requirements. Design instructional aids for stand-alone or instructor-led classroom or online use. Edit, plan, evaluate, and revise curricula, course content, methods of instruction, and instructional materials, such as books, simulation exercises, lesson plans, instructor guides, and tests.

CONTENT WRITER/EDITOR | ULTRAMAIN SYSTEMS INC. | 2015—2016

Drive product initiatives from concept to delivery through design, development, and release. Extensive focus on development, QC testing, pre- and post- releases. Conduct systems testing and quality checks to troubleshoot and evaluate software prior to customer release. Coordinate with Sales, Engineering, Marketing, Customer Services, and Q.A. when implementing publication initiatives based on client feedback for product development scheduling. Create all publications relating to our software by developing, editing, and publishing owner's manuals, user guides, and classroom training scenarios related to the software. Collaborate closely with engineers and UX designers to evaluate and iterate ideas and designs while developing icons used in software, web applications, and publications. Work with clients and company stakeholders to gather, update and augment product requirements in client owner's manuals, user guides, and classroom training scenarios as necessary.

CONFIGURATION ANALYST/DATA MANAGER | LOCKHEED MARTIN | 2014—2015

Work with international teams, clients, and company stakeholders, and various other end users regarding training, access, and utilization of electronic content. Write technical reports or other documentation, such as technical manuals, handbooks, bulletins, for use by engineering staff, management, or customers to align with requirements. Identify and classify documents or other electronic content according to characteristics such as security level, function, and metadata. Prepare, analyze, and verify annual reports, monthly financial statements, and frequent performance reports, using KPI metrics, plans, and statistical procedures to assess financial condition and facilitate financial planning. Supervise auditing of deliverables, simulators, software, facilities, processes to determine quality standards, contract requirements, or scope of investigation required. Create, analyze, and submit monthly reports and metrics reporting to government customers by the required due dates. Conduct and organize RSP Audits, AS9100 Audits, and Physical Configuration Audits.