

Paige B. Stevens

Professional Achievements

Gen AI Innovation Challenge Award Recipient 2025

- **Prompt Engineering Pioneer:** Developed production-ready generative AI prompts that automatically extract and format release notes from Azure DevOps, reducing documentation time on repetitive tasks as demonstrated by reduced story points in ADO.
- **AI Content Optimization:** Architected AI-powered content summarization that boosted search relevance and user engagement. After implementation, analytics demonstrated improved user success by reduced clicks from search results.

Solutions deployed company-wide, establishing new standards for automated documentation workflows.

VP Innovation Award Nominee 2021

- **Agile Content Strategy:** Spearheaded cross-functional documentation process redesign using agile methodologies, improving team velocity and stakeholder collaboration.
- **DevOps Integration:** Embedded within scrum teams to implement just-in-time documentation using Jira and Atlassian ecosystem.

Created replicable framework being evaluated for enterprise-wide rollout.

Professional Experience

Staff Technical Writer & Content Strategist

symplr- Houston, TX (Remote) August 2023 – Present

AI Content Governance

- Created the plan for preventative controls for expected risks from AI generated content.
- Set up a root cause analysis plan for significant content issues with the goal of the fix improving the system, not just a document.

AI Innovation & Content Curator:

- Pioneered AI-Driven Workflows: Researched, developed, and deployed generative AI prompts that streamlined documentation production while maintaining brand voice consistency.
- Cross-Functional UX Partnership: Collaborated with UX teams to deliver microcopy and UI content for SaaS product features, ensuring accessibility compliance. Ensured documentation met WCAG 2.1 AA accessibility standards when possible.
- Content Design Leadership: Defined UI content review standards and led team enablement sessions, upskilling 8 technical writers on modern content design practices.

Process Innovation & Analytics:

- Scalable Documentation Workflow: Designed and implemented end-to-end online review workflow with integrated SME onboarding and comprehensive process documentation using MadCap Flare Online.
- Data-Driven Content Strategy: Leveraged Google Analytics to identify high-impact content opportunities, tailoring strategies to serve top-performing user personas.

About Me

TECHNICAL WRITER | HEALTHCARE & PUBLIC
SECTOR | MADCAP FLARE

Senior technical writer with 10+ years creating clear, accurate, accessible documentation for healthcare SaaS and federal agency programs. I lead documentation across the project life cycle, set and enforce content standards, and mentor writers. I also use AI tools to deliver faster without sacrificing quality.

Contact Information

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Education

LeaderShift

August 2026

symplr's Leadership

Development Program

Accessibility-First Design

October 2024

LinkedIn Learning

Certified AI Technical Writer

August 2023

Technical Writer HQ

Certified Scrum Product Owner (CSPO)

February 2019

Braintrust Consulting

Bachelor of Arts, Education

Boston College

Technical Writing Consultant & Content Strategist

Ventera – Reston, VA (Remote) February 2022 – August 2023

Digital Transformation & User Experience:

- UI/UX Modernization Leadership: Developed comprehensive documentation strategy supporting federal agency digital transformation, improving user task completion for 60%.
- Inclusive Content Design: Architected user journey mapping and persona-driven content strategy grounded in extensive user research and accessibility standards.
- API Documentation Excellence: Authored Open API specifications and transformed complex technical data for both developer and business stakeholder audiences.

Content Strategy & Technical Communication:

- Strategic Content Publishing: Delivered release notes and thought leadership content showcasing technical innovations and feature adoption.
- Stakeholder Engagement: Managed complex approval workflows across federal agency teams while maintaining project timeline adherence.

Lead Technical Writer & Content Strategist

symplr – Houston, TX (Remote) August 2021 – February 2022

Team Leadership & Strategy:

- Knowledge Management Architecture: Led design and deployment of scalable documentation ecosystem across multiple SaaS products serving over 5,000 customers and impacting over 5 million healthcare workers.
- Team Development & Agile Implementation: Mentored technical writing team, implementing individual career development plans and agile documentation workflows.
- Process Innovation: Introduced SAFe principles and coached writers and product managers on modern agile documentation methodologies.
- Authored and maintained single-source help systems in MadCap Flare and Flare Online for multiple healthcare SaaS products ensuring HIPAA privacy and security requirements.

Senior Technical Writer

Early Warning (Zelle) – Scottsdale, AZ (Remote) February 2020 – August 2021

B2B Enablement | Partner Enablement Strategy | UX-Driven Documentation | Cross-Platform Content Solutions

Technical Writer

American Express (via IntraEdge) – Phoenix, AZ July 2019 – January 2020

RESTful API Documentation | Stakeholder Management | Content Process Leadership

Senior Analyst & Technical Writer

Nissan Motor Corp. – Franklin, TN November 2013 – June 2018

Digital Transformation Trainer | Strategic Content Creator | Enterprise-Wide Technical Content Delivery

Professional Toolkit

Authoring & Publishing: Madcap Flare, Pendo, Adobe FrameMaker, Docs as Code, Markdown editors

Content and Learning Frameworks: DITA, ADDIE, SAM

Content Management & Collaboration: Confluence, SharePoint, Google Docs, GitHub Wiki

UX/UI & Microcopy Tools: Figma, Miro, Balsamiq

Project & Workflow Management: Aha, Jira, Asana, Smartsheet, Azure DevOps

AI & Automation Tools: ChatGPT, Copilot, Claude, Bedrock

Product Experience & Analytics: Pendo, Google Analytics

DevOps & Version Control: Flare Online, Git, GitHub, GitLab, Bitbucket

General Productivity & Office Tools: Microsoft Word, Excel, & Visio, GoogleDocs, SnagIt, Draw