

# PAIGE STEVENS

## PROFESSIONAL ACHIEVEMENTS

### NOMINEE - VICE PRESIDENT'S INNOVATION AWARD 2021

- Created and piloted a new technical writing process utilizing agile methodologies.
- Embedded into a scrum team to proactively anticipate and capture product changes across entire product set. Utilized Jira and other Atlassian products.

*Company considering process for other product lines.*

### AMERICAN EXPRESS VICE PRESIDENT'S BLUE RIBBON AWARD 2020

- Worked directly with stakeholders, engineers, and developers to design network documentation for a new product launch.
- Award received for collaboration, speed, and accuracy by decreasing projected timeline by six weeks.

*The project ensured support readiness on day of the project launch.*

## TOOLS

### GENERAL USE

MS Office, MadCap Flare, Visual Studio Code, Hugo, FrameMaker, Excel, PhotoShop, Visio, Snagit, Articulate, MS Project, Camtasia, Figma

### AGILE & DEVOPS TOOLS

Azure, Jira, Confluence, BitBucket, Tableau, Business Objects, Aha

### CONTENT MANAGEMENT

Venue, Cornerstone (LMS), OpenText (CMS), Sharepoint

## WORK HISTORY

### TECHNICAL WRITING CONSULTANT, VENTERA, RESTON, VA (REMOTE)

February 2022 – Present

Provided technical and end user focused documentation for a user interface modernization effort with a government agency. Created user experiences based upon specific users and use cases.

- Created technical API specifications.
- Published informational API documents for non-technical users.
- Published public blog posts introducing new application features.

### LEAD TECHNICAL WRITER, SYMPLR, HOUSTON, TX (REMOTE)

August 2022 – February 2022

As part of the product team, collaborated with Subject Matter Experts, Stakeholders, and Senior Leadership to drive a unified application help system across a portfolio of products.

- Mentored a team of four Technical Writers. Provided strategic product direction, career pathing opportunities.
- Instituted a SAFe process and provided training and support as needed.
- Supported user help conversions from MS Word, RoboHelp, and FrameMaker into MadCap Flare to provide a unified customer experience.

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**SENIOR TECHNICAL WRITER, SYMPLR, HOUSTON, TX (REMOTE)**

November 2021 – August 2022

- Improved information mapping within the product portfolio.
- Created topic based, single source authoring of conceptual and procedural content.
- Embedded into scrum team and worked within established sprint schedules.

**SENIOR TECHNICAL WRITER, EARLY WARNING (ZELLE), SCOTTSDALE, AZ**

February 2020 – Present

Collaborated with Subject Matter Experts, Stakeholders, and Senior Leadership to create and deliver new product documentation.

- Worked closely with product, technology, and implementation teams to provide customer centric user experiences. Created FAQs, Product Guides, API Documentation, Onboarding Toolkits and checklists, and any other required customer facing content.
- Restructured and reorganized content library to improve documentation organization and management based upon customer feedback.
- Topic based, single source authoring of procedural and explanatory content.
- Work within Dev Ops / Agile environment. Embedded into scrum team and work within sprint schedules.

**TECHNICAL WRITER, AMERICAN EXPRESS THROUGH INTRAEDGE, PHOENIX, AZ**

July 2019 – January 2020

Collaborated with Subject Matter Experts, Stakeholders, and Senior Leadership to create and deliver new product documentation for network partners and issuers.

- Documented Application Programming Interface (API) guides for technical and business audiences.
- Managed all discovery, documentation, and stakeholder review of required documents.

**TECHNICAL WRITER, WELLS FARGO THROUGH ATR INTERNATIONAL, PHOENIX, AZ**

October 2018 – March 2019

Developed, updated, and maintained a wide variety of business procedures.

- Managed procedural governance process and process workflows.
- Published procedures utilizing online content management tool.

**SENIOR ANALYST & TECHNICAL WRITER, NISSAN MOTOR CORP., FRANKLIN, TN**

November 2013 – June 2018

Provided expertise within the Information Technology Department. Worked in a consultative role with leadership, development, and training to determine requirements for IT related information needs across the organization.

- Collaborated with leadership, developers, and product teams to identify user requirements and develop solutions appropriate to the end user/customer for in person and virtual delivery. Provided content strategy for department.

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**EDUCATION**

**CERTIFIED SCRUM PRODUCT OWNER (CSPO), BRAINTRUST CONSULTING, FEBRUARY 2019**  
**BACHELOR OF ARTS, BOSTON COLLEGE**