

COURTNEY STOKER

(512) 508-6640
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TECHNICAL WRITER

I have over **10 years of writing and document design experience** and have experience writing technical documents, social media content, educational content, and academic work. I can write almost anything in a simple, engaging style. My communication skills extend past the page; I am approachable, responsive, and able to develop strong relationships with subject matter experts (SMEs). I have a history of successfully **developing communication policies that improve efficiency**, from organizing an entire wiki to aid employee navigation to creating customer email templates to expedite response times.

CORE SKILLS

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| RESEARCH | VISUAL DESIGN | WIKI MANAGEMENT | MICROSOFT OFFICE | CONFLUENCE |
| LANGUAGE | DOCUMENT DESIGN | DOCUMENT MANAGEMENT | SHAREPOINT | QUIP |
| EDITING | FLOWCHART DESIGN | PROJECT MANAGEMENT | EDMS | DROPBOX |

EXPERIENCE

TECHNICAL WRITER | APPLE VIA APEX
AUSTIN, TX | OCTOBER 2016-PRESENT

When I started here, the department's internal documentation system had been built organically, without any particular strategy or writing expertise. I played a key role in rebuilding the system from the ground up, completely reorganizing the UI, developing templates, and rewriting all existing documents.

I write and maintain documentation for over 1,000 domestic and international employees, including policies, standard operating procedures (SOP), best practices, content specifications, and workflows. I typically work on 5-10 projects at a time. I work closely with over 20 SMEs, facilitate cross-team communication, and create visual materials like flowcharts and annotated images.

- Developed new style guide used by all department tech writers, instructional designers, and other teams creating documentation
- Created and regularly implement training for new tech writers
- Developed "how to" manuals for new tech writers, diminishing the threat of knowledge loss due to employee turnover
- Established a reputation that resulted in multiple teams requesting my assistance in creating their own documentation systems
- Developed a continuous quality improvement (CQI) process to ensure consistency and accuracy in documentation system
- Selected for company leadership program, which includes training and additional responsibilities

MANAGING EDITOR | DOOK DOOK FERRET MAGAZINE
REMOTE | MARCH 2017-PRESENT

I review and edit all articles written for the magazine, including those written by the editor-in-chief, for style, grammar, and content. I work closely with the editor-in-chief to develop the theme for each issue, brainstorm article ideas, locate writers, and provide feedback to the designer.

- Instrumental in increasing average issue length from 10 pages to 60 pages
- Developed content management system to track article progress, decreasing time from submission to ready-to-publish by 30%
- Write approximately 5-10 articles per issue

WRITING COACH & OWNER | AUSTIN WRITING SHOP

AUSTIN, TX | NOVEMBER 2014-PRESENT

I run a part-time business that provides all kinds of writing help, including creating resumes, helping students with essays, assisting with college and post-graduate school applications, and developing copy for businesses.

- Developed streamlined processes, documentation, and templates for resume creation, then trained business partner in said processes, improving efficiency and overall quality of resumes created by Austin Writing Shop
- Receive positive feedback from 95% of clients after project completion
- Created and maintain all product pages and other content for company website, www.austinwritingshop.com

SENIOR PROCESS EXECUTIVE | FACEBOOK VIA COGNIZANT

AUSTIN, TX | APRIL-OCTOBER 2016

I reviewed and moderated Facebook for sale posts, determining whether the posts follow Facebook guidelines.

- Suggested multiple process changes, 85% of which were integrated into our team's operations
- Indirectly edited multiple employee wiki pages that outlined Facebook guidelines

EMAIL AND TECHNICAL WRITER | LEGALZOOM

AUSTIN, TX | JANUARY 2015-APRIL 2016

I responded to customer emails and contributed to the internal employee knowledge base. I worked closely with SMEs to develop and edit content that outlined best practices, policies, and procedures for the customer care department, including call center and email agents.

- Developed a style guide used by the email and QA teams
- Trained 4 new email writers, providing guidance on policies, procedures, grammar, and writing style
- Wrote over 30 email templates used regularly by the entire email team
- Wrote and revised over 900 pages for knowledge base
- Part of 2-person team recruited to rewrite over 100 templates for new chat team pilot program

ADJUNCT PROFESSOR | LONE STAR COLLEGE & HOUSTON COMMUNITY COLLEGE

HOUSTON, TX | AUGUST 2012-MAY 2014

I taught composition and rhetoric at several campuses across the city. I helped my students become better readers and writers of academic texts, political rhetoric, advertisements, blog posts, and social media. I developed units on the rhetoric of protest, swearing effectively in writing, analyzing comics, and analyzing internet memes.

EDUCATION

MASTER OF ARTS IN ENGLISH LANGUAGE AND LITERATURE

TEXAS A&M UNIVERSITY | DECEMBER 2011

BACHELOR OF ARTS IN ENGLISH LANGUAGE AND LITERATURE

SOUTHWESTERN UNIVERSITY | MAY 2009