

MELISSA SHADDIX

Technical Writer | Information Developer | Documentation Strategist

Professional Summary

Technical writer with 13+ years of experience developing clear, user-focused documentation for software, IT, and product teams. Skilled in translating complex technical concepts into accessible content, supporting product releases, and improving documentation processes across global organizations. Experienced in DITA XML, structured authoring, knowledge-base development, and cross-functional collaboration with engineering, product, QA, and IT leadership. Known for bringing clarity to ambiguity and delivering documentation that improves user understanding and reduces support burden.

Tools & Platforms

Authoring: ServiceNow, Oxygen XML Editor, MadCap Flare, InDesign, Acrobat, Confluence, Microsoft Office | **Content Management:** ServiceNow, IXIASOFT CCMS, MadCap Flare | **Process Management:** Azure DevOps, Jira, Microsoft Project | **Media & Visuals:** Illustrator, Photoshop, Visio, Snagit, Premiere Pro, ClipChamp, Camtasia

Professional Experience

IT Technical Writer III, Tech Adoption

Leggett & Platt | Nov 2022 – March 2026

- Partnered with senior IT leadership to shape communication strategy and elevate message clarity for high visibility technical initiatives.
- Owned internal communications for technology adoption programs, translating complex concepts into clear, actionable guidance for global employees.
- Created employee focused documentation and change management content that strengthened understanding, adoption, and readiness during major system and process transitions.
- Oversaw IT knowledge management, maintaining the enterprise knowledge base using ITIL frameworks to improve consistency and reduce support friction.

Senior Information Developer

Infor | Apr 2022 – Oct 2022

- Led documentation workflows for monthly software releases, ensuring timely delivery of release notes, help content, and product updates.
- Responded to internal and external documentation inquiries with clear, accurate information.
- Coordinated translation workflows to support global product documentation.
- Collaborated with engineering, product, and QA teams to maintain consistent messaging across releases.

Information Developer

Infor | Sep 2020 – Apr 2022

- Authored feature documentation, system-change explanations, and product-update content for global audiences.
- Delivered structured content using DITA XML within the IXIASOFT CCMS.

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Documentation & Software Specialist

CoachComm / Pliant Technologies | Nov 2019 – Sep 2020

- Defined and documented software requirements in partnership with engineering teams.
- Communicated release priorities and technical details to internal stakeholders.
- Delivered product demonstrations and training, translating complex concepts into accessible information.

Lead Technical Writer

CoachComm / Pliant Technologies | Sep 2014 – Nov 2019

- Managed a team of technical writers producing product documentation, compliance materials, and internal process guides.
- Partnered with Product Management to document roadmaps, testing processes, and organizational priorities.
- Modernized documentation by migrating legacy content into structured, user centered formats.

Proposal Manager

Health Information Designs | March 2014 – August 2014

- Coordinated responses to RFPs in the public and private healthcare spheres, including aligning messaging with win strategies, sales strategies, and compliance requirements.

Technical Writer

Health Information Designs | May 2012 – March 2014

- Collaborated with executive, clinical, and technical SMEs to develop online and print SaaS product documentation, internal process documentation, and compliance documentation.

Certification

ITIL v4 Foundation

Education

M.A., Technical and Professional Communication — Auburn University

B.S., Secondary English Language Arts Education — Auburn University