

MELISSA SHADDIX

Senior Technical Writer | Information Developer | Documentation Strategist

Professional Summary

Senior Technical Writer with deep experience delivering clear, scalable documentation for enterprise IT, SaaS, and engineering teams. Translates complex systems into intuitive, user-ready content that accelerates adoption, reduces support friction, and strengthens product quality. Trusted partner to engineering, product, and IT leaders, driving documentation strategy, structured content standards, and continuous improvement across global audiences.

Core Skills

Technical Writing & Content Development | Structured authoring • DITA XML • Online help systems • Release documentation • User/Admin guides • Knowledge base content • Content audits • Content governance • Style and terminology standards

Tools & Platforms | ServiceNow (ITSM/knowledge base) • Oxygen XML Editor • MadCap Flare • IXIASOFT CCMS • Confluence • Jira • Azure DevOps • Git-adjacent workflows • Snagit • Microsoft 365 • Adobe Creative Suite (Illustrator, Photoshop, InDesign, Acrobat) • Premiere Pro • Camtasia

Process & Collaboration | Agile/Scrum workflows • ITIL-aligned documentation • Change management support • Requirements gathering • SME interviews • Cross-functional collaboration (Engineering, Product, QA, Support) • Project coordination • Localization workflows

Professional Experience

IT Technical Writer III, Tech Adoption

Leggett & Platt | Nov 2022 – March 2026

- Strengthened enterprise IT operations by maintaining and optimizing the ServiceNow knowledge base, improving content accuracy, findability, and alignment with ITIL standards.
- Drove communication strategy for technology adoption and change management initiatives, enabling smoother rollouts and reducing support friction for a large internal user base.
- Converted complex IT workflows, system behaviors, and troubleshooting procedures into clear, actionable guidance that accelerated issue resolution and supported incident reduction goals.
- Partnered with engineering, infrastructure, and support teams to standardize documentation processes, improving consistency and reducing rework across high volume content areas.

Senior Information Developer

Infor | Apr 2022 – Oct 2022

- Directed documentation planning and prioritization for multiple product teams, ensuring high quality content delivery across fast paced Agile release cycles.
- Managed end to end publication workflows for monthly and quarterly releases, consistently meeting deadlines and supporting global customer and partner audiences.
- Improved documentation accuracy and responsiveness by resolving internal and external content inquiries and coordinating updates across distributed teams.
- Oversaw translation workflows to support multilingual product releases, strengthening global content consistency and reducing turnaround time for localized deliverables.

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Information Developer

Infor | Sep 2020 – Apr 2022

- Delivered release notes, online help, and product documentation for CloudSuite Distribution/SX.e, supporting complex integrations and enterprise scale functionality.
- Increased documentation efficiency by producing structured, reusable content in DITA XML within the IXIASOFT CCMS, reducing duplication and improving long term maintainability.
- Collaborated closely with engineering, QA, and product management to ensure documentation accuracy, completeness, and alignment with evolving product requirements.
- Enhanced content quality through ongoing reviews, updates, and adherence to style, terminology, and structured authoring standards.

Documentation & Software Specialist

CoachComm / Pliant Technologies | Nov 2019 – Sep 2020

- Expanded technical writing role to include requirements gathering, feature scoping, and hands on software testing, improving documentation accuracy and release readiness.
- Partnered with engineering leads to prioritize release work and ensure documentation coverage for new features, updates, and hardware/software integrations.
- Delivered internal product demonstrations and training sessions that improved cross-team understanding of new capabilities and supported smoother product adoption.

Lead Technical Writer

CoachComm / Pliant Technologies | Sep 2014 – Nov 2019

- Led a team of two technical writers producing all user guides, internal process documentation, and product materials across multiple hardware and software product lines.
- Strengthened product quality and release predictability by supporting compliance documentation, product road mapping, and testing activities.
- Modernized the documentation ecosystem by migrating legacy content to a topic-based architecture in MadCap Flare, improving navigation, maintainability, and user experience.
- Collaborated with product management, engineering, and support teams to ensure documentation accuracy, alignment with requirements, and readiness for release milestones.

Certification

ITIL v4 Foundation

Education

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

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