

MELISSA SHADDIX

EXPERIENCED WRITER, EDITOR, AND INFORMATION DEVELOPER

PROFILE

Master's Degree

11+ years producing effective documentation and advocating for useful and meaningful user experiences

CONTACT

www.melissashaddix.com

EDUCATION

MTPC, TECHNICAL AND PROFESSIONAL COMMUNICATION

Auburn University, 2012

BS, SECONDARY ENGLISH LANGUAGE ARTS EDUCATION

Auburn University, 2010

TOOLS

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

IMAGE EDITING: Illustrator, Photoshop, Microsoft Visio, SnagIt

EXPERIENCE

LEGGETT & PLATT

IT TECHNICAL WRITER III

November 2022 – Present

Write, edit, and maintain company's IT knowledge base using ITIL framework and processes. Manage documentation for technology adoption and change management projects for large internal company audience.

INFOR

INFORMATION DEVELOPER, SENIOR

April 2022 – October 2022

Expanded Information Developer role to add project management and team lead responsibilities. Responded to internal and public queries about documentation. Prioritized incoming work and managed team's writing projects. Managed publication of monthly deliverables according to agile development cadence and product release deadlines. Coordinated documentation translation projects.

INFORMATION DEVELOPER

September 2020 – April 2022

Planned, researched, wrote, and published release documentation, online help, and guides supporting Infor CloudSuite Distribution/Distribution SX.e product and its integrations. Delivered documentation for global audiences using DITA XML specification of content in the IXIASOFT CCMS.

COACHCOMM / PLIANT TECHNOLOGIES

DOCUMENTATION AND SOFTWARE SPECIALIST

November 2019 – September 2020

Expanded Lead Technical Writer role to retain existing duties and add software specialist responsibilities, such as scoping, defining, and testing software requirements; coordinating release prioritization with Engineering leads; and conducting product demonstrations and training.

LEAD TECHNICAL WRITER

September 2014 – November 2019

Managed team of technical writers to write, edit, and maintain all product documentation for end users and internal production processes. Assisted Product Management colleagues with compliance documentation, product road-mapping, project planning, product testing, and internal process management. Migrated legacy guide content to topic-based online documentation using MadCap Flare.