

JAVEN ACKERMAN

612-201-0105
5704 19th Ave. S.
Minneapolis, MN 55417
<http://javenackerman.com/>
javen@javenackerman.com

PROFILE

I am a writer with over five years of experience writing technical documentation, marketing content, and training materials and more than ten years of writing and designing for print and the web. I bring technical skills, creative talent, and a user-first approach to any project or team I'm part of. I believe that technology is the tool, and creativity is the muscle that drives it. I use both elements to effectively communicate ideas and information to the audience.

PROFESSIONAL HISTORY

10/2016 to present

TECHNICAL WRITER

AVIONTE STAFFING SOFTWARE

Contributing to the development process as an embedded member of a team that followed a kanban-based development methodology.

Gathering information and context about current work by collaborating with software developers, product owners, UX designer, and QA engineers and analyzing user interface specs, business requirements, and acceptance criteria.

Creating clear, process-based documentation for a new software product for a target audience of end-users and support team members, and writing overview articles describing completed development work for a target audience of internal stakeholders.

Collaborating with support team and other customer-facing teams to create, update, and maintain documentation for current software products.

Editing existing and contributed content to ensure the material conforms to established style guidelines.

Publishing documentation in a Zendesk knowledge base and using effective keywords, headlines, and labels to improve searchability for users.

6/2015 to 10/2016

MARKETING CONTENT SPECIALIST

TREXIN CONSULTING

Improved interviewing techniques, information gathering methods, and relationship building skills to create technical and promotional materials for a consulting organization serving healthcare and technology industries.

Created case studies by interviewing project managers and SMEs, reviewing deliverables and other project documentation, then writing brief, concise, and accessible content based on the collected information.

Developed email marketing campaigns and landing pages via cross-functional collaboration between marketing team, SMEs, and business leadership, including creating and following a campaign process, writing email and landing page copy, and building email templates and landing pages.

Managed and streamlined the creation, editing, and publication of marketing content, including consultant bios, press releases, internal announcements, and event summaries while ensuring that they adhered to internal stylistic guidelines.

TECHNICAL SKILLS

Platforms:

Windows
OS X
iOS
Sharepoint
Wordpress
Zendesk

Applications:

Adobe Illustrator CC
Adobe Photoshop CC
Adobe InDesign CC
Adobe Dreamweaver
Adobe Framemaker 12
MS Word
MS Powerpoint

Languages:

Markdown
HTML
CSS

EDUCATION

BA - English
University of
Minnesota, Morris
1996

1/2015 to 6/2015

TECHNICAL WRITER

MINNESOTA BUREAU OF CRIMINAL APPREHENSION

Served as a floating writer, creating error messages, technical documentation and training materials for several project teams that used Agile development methodologies.

Collaborated with developers and project managers to create vendor specifications materials that define business rules, establish certification requirements, and document the system's XML schema.

Developed site-readiness documents that provided detailed explanations and instructions for law enforcement agencies about to undergo a software migration.

8/2013 to 1/2015

TECHNICAL WRITER / INSTRUCTIONAL DESIGNER / UX COPYWRITER

BEST BUY CO. INC. (CONTRACT)

Wrote and designed eLearning courses, job aid documents, and manuals used to train over 120,000 retail employees on desktop and tablet sales applications and tools.

Researched and wrote over 300 technical support articles that 20,000 Geek Squad Agents continue to use to troubleshoot mobile phones and tablets.

Collaborated with UX, development, and legal teams to write user interface copy that complimented application design, met legal requirements, and enhanced usability.

Created User Acceptance Testing scripts that were easy for participants to use and provided QA, UX, and development teams with results that helped improve future iterations of applications.

5/2007 - 8/2013

STAY-AT-HOME PARENT

12/2005 to 7/2009

WRITER / DESIGNER / BUSINESS OWNER

JAVEN ACKERMAN CREATIVE SERVICES

Provided writing, design, and web development services to a variety of clients ranging from start-ups to large corporations.

Collaborated with other writers, developers, and designers to build successful eLearning courses, instructional materials, websites, and marketing collateral.

Successfully managed multiple concurrent projects and conflicting deadlines.

10/2004-12/2005

TECHNICAL SUPPORT SPECIALIST

RBC DAIN RAUSCHER, MEDTRONIC, TRAVELER'S INSURANCE, MACY'S (CONTRACT)

Created technical documentation for inclusion in support knowledge bases.

Provided technical support to thousands of users via telephone and face-to-face interactions.

1/2002 - 10/2004

END USER SUPPORT ANALYST / DOCUMENTATION SPECIALIST

PRO-STAFF CORPORATE

Developed and updated technical documentation and training materials.

Led project to design, create and implement department-wide knowledge base using HEAT Plus Knowledge software.

Managed project to improve training processes for new support team employees.