

Ivy Haddington

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Summary

Highly organized and innovative Technical Writer with 15+ years of experience crafting both internal and user-facing support/learning documentation. Leverages background in computer science to write for highly technical audiences.

Education

CORAL SPRINGS UNIVERSITY

Aug '03-May '05

Master of Science in Technical Communication

Experience

TRADELOT, Staff Technical Writer

Jul '19 - Current

- Led a team of 3 Technical Writers in creating 4 new user guides (200+ pages each) for a suite of property management software products
- Co-authored the company's first official technical publication style guide to maintain a consistent, reliable document lifecycle
- Develop end-user product documentation in an agile environment while meeting 100% of team deadlines

CRANE & JENKINS, Senior Technical Writer

Aug '15 - Jul '19

- Created and edited product release documentation for 3 global engineering teams, adhering to different processes and timelines
- Built a knowledge base from the ground up, including 200+ how-to articles for end-users
- Worked with SMEs to develop 100+ standard operating procedures (SOPs) for different departments, including the IT help desk and network operations team

Certifications

- Certified Professional Technical Communicator

Skills

- Microsoft Office (expert level)