

CLAIRE CADMAN

• Technical and UX Writer •

SKILLS AND TOOLS

Content strategy | Content design | Information architecture | User research | Microcopy | DITA XML | Figma | Git | GitHub | HTML | Jenkins | Jira | Markdown | OptimalSort | Oxygen | Puppet code | UNIX Shell | VSCode | WordPress | Agile development methodology (kanban and scrum)

WRITING EXPERIENCE

Improbable

Senior Technical and UX Writer | July 2022 - present | London, UK

- Creating user documentation and UX content for Improbable's synthetic environment platform and applications
- Collaborating with writers, designers, researchers, engineers, and product managers, to build intuitive end-to-end user experiences
- Auditing Improbable's application content and developing a content design system to ensure consistency across products
- Auditing Improbable's product terminology and collaborating with stakeholders to agree on terminology definitions and encourage consistency across the organisation
- Proposed and drove an initiative to bring the discipline of UX writing formally into our job role, which included changing our job title and introducing new ways of working, such as embedding on product teams and design pairing sessions

Puppet

Senior Technical Writer | May 2022 - June 2022 | London, UK

Technical Writer | September 2018 - April 2022 | London, UK

Associate Technical Writer | September 2017 - August 2018 | Portland, USA and London, UK

Technical Writing Intern | May 2017 - August 2017 | Portland, USA

- Worked on several open source and enterprise DevOps products, which involved writing, editing and managing a range of content and coordinating agile releases with cross-functional and globally distributed teams
- Led technical and UX content for the launch of several Puppet products, which involved researching user needs, and creating product documentation and UX content
- Ran user research sessions (interviews, card sorts and tree tests) to better understand the user journey and redesign the information architecture of our oldest documentation set to create a simplified and more intuitive navigation
- Mentored junior writers and contributed to the wider technical writing team's DITA infrastructure and content strategy decisions
- Presented a demo of Puppet's VSCode extension at the 2019 WinOps conference in London
- Co-founded the Diversity, Equity and Inclusion (DE&I) team in London, and organised events to bring awareness to DE&I issues

Hewlett Packard Enterprise

Technical Writing Intern | January 2016 - August 2016 | Boise, USA

- Wrote over one hundred pages of developer documentation for an internal audience
- Advised developers on how to improve the usability of an internal build testing tool

EDUCATION

Boise State University

MA Technical Communication | GPA 3.77 | August 2015 - December 2016 | Boise, USA

The University of Edinburgh

MA History | 2.1 honours | September 2010 - July 2014 | Edinburgh, UK

The University of Auckland

History exchange | July 2012 - July 2013 | Auckland, New Zealand

Fortismere Sixth Form

A-levels | AAA | September 2008 - July 2010 | London, UK

PROFESSIONAL COURSES

Content Design London

Foundation in Content Design | December 2021 | London, UK

VOLUNTEERING

IntoUniversity

Corporate Mentor | October 2021 - present | London, UK

Mentoring a student from a disadvantaged background and guiding them through the transition from school to university

Agency for New Americans

Academic Tutor | September - December 2016 | Boise, USA

Tutored refugee high school students and helped them settle into their new school

Coral Cay Conservation

Marine Volunteer | April - June 2010 | Philippines and Cambodia

Conducted ecological surveys on coral reefs to assess the marine biodiversity of threatened ecosystems, and partnered with local communities to create awareness through education