



Paige Luther
(408) 489-2817
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Shoreline, WA

Work Experience

Technical Writer at Wells Fargo

Seattle, WA July 2020 – Present

- Develop Knowledge Articles
- Document software instructions for user groups
- Run Knowledge Articles through approval process
- Create WalkMe content
- Perform Quality Assurance testing for instructions
- Attend meetings to document instructions and procedures
- Adhere to company style standards

Editor at Steyer Content

Seattle, WA August 2020 – Present

- Copyedit Microsoft's IT Showcase blogs
- Copyedit Microsoft case studies
- Adhere to Microsoft style guidelines set for projects

Software Content Editor at Marel

Bellevue, WA February 2019 – July 2020

- Developed, wrote, and edited content for marketing channels
- Wrote articles for internal and external publication
- Planned, designed, and created content for marketing campaigns
- Created content for newsletters
- Researched and wrote white papers
- Wrote and edited scripts for videos
- Performed voiceovers
- Adhered to localization standards for an international company
- Collaborated with cross-industry departments to influence and execute brand image and voice
- Wrote and designed invitational and PR materials for events
- Collaborated with sales team to improve sales and marketing materials
- Created, researched, and implemented social media posting plan
- Managed corporate LinkedIn account
- Updated product information on website and in documentation
- Edited presentations and articles for team members
- Was responsible for organization of presentations, interviews, waivers, and media content for conferences

Technical Writer at Starbucks

Seattle, WA June 2018 – February 2019

- Developed working *Style Guide* for writing
- Reviewed and consolidated over 600 facilities documents
- Restructured and rewrote documentation for clarity
- Edited writing for cohesiveness
- Organized existing documentation into categories to prioritize work
- Facilitated meetings regarding:
 - Setting project goals
 - Progress updates for Technical Writers
 - Subject matter expert review
- Assigned and tracked all content restructuring work
- Uploaded and checked-in updated documentation to Oracle Service Cloud
- Reviewed user manuals for clarity and consistency, and to identify standards, policies, and procedures

Technical Writer at Washington Federal

Seattle, WA January 2014 - June 2018

- Developed desktop and operational procedures
- Documented software instructions
- Maintained and updated documentation on the company's internal Wiki



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- Wrote and edited topics for both the company-wide newsletter and urgent alerts
- Created a weekly dashboard that analyzes the status of ongoing projects for the team
- Headed creation and testing of software instructions during a company-wide conversion
 - Created 75% of the 232 software instruction pages
 - Completed project ahead of a three-month deadline
- Led large role-based documentation projects, which have included:
 - Shadowed Subject Matter Experts to document processes for the role
 - Created new procedures based on gathered information
 - Organized and formatted all information in either a wiki or user manual format

Education

Certificate in Professional Technical Writing - University of Washington, Seattle, WA 2018
Bachelor's Degree in Fine Arts - Academy of Art University, San Francisco, CA 2012

Skills

Microsoft Office	Adobe Acrobat Pro	HTML
Microsoft SharePoint	Adobe Photoshop	CSS
Microsoft Teams	Adobe Illustrator	WikiText
Windows XP/7/10	Visio	Learning Swift
Oracle Service Cloud	Chicago Manual of Style	Learning GitHub
Wrike	Microsoft Style Guide	Learning Markdown