

Nickolas M. Burris

Technical Writer

Detail oriented communications specialist with strong technical aptitude and problem-solving skills. Excels at translating complex ideas and industry jargon into clear and concise documentation and educational content for both internal and external audiences of all skill levels.

Portfolio available at nickburris.com

EDUCATION

B.S. Technical Communications

Magna Cum Laude

SKILLS

- Technical Documentation
- Technical Blogs
- Technical Articles
- ReadMe
- Markdown
- Madcap Flare
- Adobe Framemaker
- Adobe Creative Suite
(*Illustrator, Photoshop, InDesign*)
- Agile Document Control
- Confluence
- Jira
- Git
- HTML5/CSS3
- Microsoft Office
(*Word, Excel, PowerPoint, Outlook*)
- Linux
- Python
- PowerShell
- CLI
- Bash scripting
- MySQL
- Visio
- TCP/IP
- SIP
- VMWare
- Sprints
- Agile Development Process
- CAD
- Smartsheet
- Figma

EXPERIENCE

10x Genomics | February 2024 – Present

Sr. Technical Writer

Work with multiple engineering teams, product managers, and scientists to produce hardware and service documentation for complex biotechnology systems.

- » Lead the service documentation effort as part of the tech comm team
- » Create and maintain multiple manuals, technical notes, checklists, and other documents
- » Launch and maintain Internal documentation sites
- » Develop and maintain processes for creating and maintaining service documents
- » Work with engineering and trainers to ensure all material is accurate, comprehensive, and user friendly

Skipify | September 2022 – December 2023

Sr. Technical Writer

Worked with developers, product managers, Implementation engineers, UI/UX designers, and sales to produce documentation and content experiences that help customers get the most out of their products.

- » Managed all technical documentation (internal and external)
- » Developed and maintain multiple documentation sites hosted on ReadMe
- » Created and launched Internal Wiki in Notion
- » Produced and send monthly newsletter through Klaviyo
- » Lead Initiative to create Internal release notes which follow sprint releases and Improves visibility across teams
- » Developed and maintain internal information architecture for all departmental documentation via Confluence and shared drives

Cepheid | August 2021 – September 2022**Sr. Technical Writer**

Worked with multiple engineering teams including Automation, Process, Manufacturing, and Maintenance to create a wide variety of technical content, including work Instructions, one-point lessons, production, preventative maintenance, manufacturing guides, and training material.

- » Created comprehensive training guides and videos.
- » Lead training sessions to certify personnel on newly created and updated processes and procedures.
- » Created tiered tests and quizzes based on engineering documents to certify personnel across various skill levels.
- » Served as main point of contact for China and India teams via email regarding engineering questions.
- » Maintained control of all departmental documentation via SharePoint and all global documentation releases via Agile.

ZPE Systems, Inc. | April 2020 – August 2021**Technical Writer**

Worked as the sole writer responsible for the creation, upkeep, and management of all technical documentation. Actively collaborated with engineering and QA to confirm the functionality of each update and ensure that all new documentation is released on schedule.

- » Overhauled documentation library including user guides, administrator guides, super admin guides, and quick start guides.
- » Created templates to ensure consistent formatting that conforms to company brand and style guidelines.
- » Assisted the marketing team by writing multiple technical blog posts.
- » Worked closely with the engineering team to update and improve all user Interface messaging.

Deltapath | August 2016 – April 2020**Technical Writer / Professional Services Manager, US**

Worked closely with teams to develop, edit, and update all internal and external documentation. Created and updated Deltapath's knowledge base articles. Drafted release notes for each new version of Deltapath's products. Updated and added content to administrator and user guides. Developed marketing material for use across multiple platforms.

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- » Worked with Deltapath's Director of communication to completely overhaul all external documents.
 - » Worked with Deltapath's Creative Director to redesign the look and feel of all documentation templates to ensure maximum functionality, readability, and visual appeal.
 - » Improved Deltapath's Administrator and User guides by simplifying concepts and reorganizing topics to ensure maximum comprehension.
 - » Improved appearance and clarity of release notes to ensure clients clearly understand all changes and new additions for each release.
 - » Updated training material which improved client understanding and reduced the amount of class time for training sessions.
 - » Created training videos to supplement written documentation and to provide live demonstrations of all features of the system.
 - » Worked with the marketing and communications teams to write Deltapath's corporate video script.