

Emili Raeder

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Technical Writer | JLL

April 2023—Current

Skills:

Authors complex technical documentation for data center maintenance engineers.
Utilizes Git to manage content, i.e. track content changes and collaborate on shared work
Develops and implements facility training material to streamline employee efficiency and maintenance standards for the client.
Coordinates with CMMS SME to oversee and ensure adherence to work order processes.
Logs new equipment in CMMS.
Provide weekly progress reports to relevant team members and management.
Maintains a high level of accuracy and attention to detail in all documents.
Tracks and discloses monthly goal reporting for the client.
Creates and manages documentation workflow, working with facility staff to ensure policies receive regular review within client SLA standards.

Adobe

Acrobat
Illustrator
InDesign

API

Documentation

Atlassian

Agile
Confluence
JIRA
Trello

DOORS/Citrix Workspace

Microsoft

Office
Power Automate
PowerPoint
SharePoint
Visio

MailChimp

Styles

AP Style
Chicago Manual
of Style

Windchill

Senior Procedure Writer | Wells Fargo (Contract)

October 2022—April 2023

Responsible for composing and formatting web content, materials, manuals, and documentation while collaborating with business SMEs to understand business changes and audience needs.
Leads technical reviews with SMEs to develop collaborative content strategy.
Establishes web publication guidelines and manages procedure timeline and pipeline.
Designs technical project artifacts, manuals, training materials, and complex web content.
Partners with clients to develop strategies to address technical documentation needs.

Technical Writer | Abbott Labs (Contract)

March 2022—October 2022

Manages Confluence and JIRA for the R&D Electrophysiology (EP) Software Systems Team.
Works with requirements engineers to improve business process documentation.
Coordinates and leads EP technical reviews. Uploads and exports metadata in DOORS.
Windchill Change Manager, SharePoint site coordinator.
Creates API Documentation for developers
Creates SDLC visuals in Visio. Developed efficient processing systems (i.e. Scribe).
Developed R&D EP Style Guide and Technical Writer training content.

Grant Researcher | Collaborative Inquiry Grant

Aug. 2021—Jan. 2022

Conducted secondary research on narcissistic personality disorder and family psychology.
Applied research knowledge to write a fictional short story collection.

Writing Consultant | University St. Thomas

Sept. 2020 – May 2022

Tutors students for the University Writing Center. Specializes in ESoL students, focusing attention on first years. Advises mentees effectively on their writing samples.

Copy Writer | Nutrifort | Ho Chi Minh City

Spring 2020

Communicates with author to write the first five chapters of the eBook focusing on women's health, *If Food is Medicine Where Do French Fries Stand?* By: Nicole Hankins.

Education: Bachelor's Degree

English, Journalism

University of St. Thomas