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Clay King
Technical Document and Web Content Creator

Summary of qualifications	**Hard Skills**

Hard Skills
- Broad range of experience with technical documents, including designing and editing online help, white papers, and instruction manuals for software and hardware.
- High level of coding skill in C, C++, CSS, HTML, XML, Java and Javascript.
- Familiar with following style guides, including the Chicago Manual of Style and the Microsoft Manual of Style.
- Skilled at learning new technology—both hardware and software.
- Experience with Windows Server, including managing DHCP, DNS, and Active Directory.

Soft Skills
- Organized and goal-oriented; driven to meet deadlines and skilled at prioritizing workloads.
- Outstanding written and verbal communication skills.
- Efficient in both team and independent work.
- Passionate about problem-solving and logical situational analysis.

Software
- JIRA
- KANA KMS
- Microsoft Office
- SharePoint administration
- Teamsite CMS
- Azure DevOps

Employment

Lead Content Writer
Microsoft   Remote
March 2020 – present   Experis Contractor
- Work with Supportability Program Managers (SPMs) to create virtual agent dialogues to help customers solve problems.
- Track and QA a team of offshore writers' dialogues before they go to editing.
- Work with management and team members to improve processes and increase efficiency.
- Brainstorm and plan FY21 goals and metrics for the team.

Senior Digital Content Writer & Content Implementer
AT&T   Bothell, WA
May 2014 – March 2016   KForce Contractor
March 2016 – March 2020   Full Time Employee
- Worked with project managers, designers, product teams, and legal and brand to ensure timely and accurate completion of projects.

- Wrote step-by-step instructional topics for using SaaS and NaaS interfaces.
- Wrote help topics and procedures for administrators who use VOIP administrative portals.
- Implemented help content in Teamsite CMS and KANA KMS; hand-code HTML to ensure correct presentation.
- Managed the successful implementation of an average of 40 content updates a month through JIRA.

IT Support Specialist
Electronic Transaction Consultants May 2011 – May 2014   Seattle, WA

- Created instruction sets, Standard Operating Procedures, persuasive technical memos, and root cause statements related to system outages.
- Contributed to a consistent 98% production capacity by quickly and efficiently handling technical support requests.
- Reduced production cost by $92,000 by streamlining how information was collected.
- Handled multiple information requests at once and maintained large datasets.

IT Support Specialist
Hybrid IT Solutions April 2010 – February 2011   Seattle, WA

- Established a foundation for the business to expand by creating and maintaining all process documentation.
- Improved operating efficiency up to 30%. Responsible for everything from technical support to general billing and account management inquiries.
- Acted as the primary point of customer contact.

Additional work

- Created step-by-step procedure documents for the KEXP radio station's gift processing department.
- Wrote a white paper analyzing the usability of a website.
- Edited a large online training tutorial for web developers.
- Created software installation procedures for downloading and installing a software application.
- Authored a user assistance guide for uploading and downloading files from an online portal.

Education

Professional Certificate in Technical Writing and Editing,
University of Washington

Bachelor of Science in Computer Engineering,
Montana State University, Bozeman, MT