

Nikki Wall

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Summary

Tech-savvy writer and editor with 10+ years of experience in technical writing, technical editing, content development, information development, project management, and working with distributed teams

- Excellent writing, editing, communication, and research skills
- Accustomed to managing multiple projects, deadlines, and priorities
- Flexible and adaptable to change
- Strong interpersonal skills to build positive relationships across all levels of organizations
- Curious and quick to learn new tools, technologies, concepts, and subject matter



Work Experience

10/2019 – PRESENT REMOTE

Content Developer CXGlobals

Copywriter and editor for a full-stack B2B digital marketing agency specializing in helping enterprise-level technology companies and partners grow their businesses.

Highlights:

- Created content for blogs, case studies, solution briefs, and websites, with a specialization in writing about SAP and Microsoft business solutions.

03/2017 – 09/2020 DENVER, COLORADO, USA

Freelance Writer / WordPress Developer Hibiscus Communications

Freelance writer and editor specializing in B2B copywriting, technical writing, editing, and WordPress website development for a variety of industries, including software, real estate, nonprofits, finance, art, and travel.

Areas of focus:

- Copywriting, including blog writing, case studies, solution briefs, and website copy
- Technical B2B copywriting for enterprise software companies and partners
- WordPress website design and development



Work Experience

11/2014 – 04/2016 BOULDER, COLORADO, USA

Technical Editor SAP Hybris

Technical editor for an enterprise e-commerce software company. Edited technical documentation on the developer's portal for the YaaS (Hybris as a Service) microservices ecosystem, including API documentation, conceptual and architecture documentation, and system and installation guides.

Highlights:

- Sole technical editor responsible for editing and organizing all the content on the entire developer portal for YaaS, which consisted primarily of JSON, cURL, and RAML-based API documentation.
- Wrote and edited overview and training documentation for new YaaS users
- Trained writers in improving their writing, complying with styles and standards, and applying principles of minimalist writing, topic-based writing, and content reuse strategies

03/2012 – 11/2014 LAKEWOOD, COLORADO, USA

Technical Writer Maptek

Technical writer and editor maintaining documentation for a 3D mining software system used to validate and transform raw mining data into dynamic 3D models, accurate mine designs, and operating plans.

Highlights:

- Migrated the entire help system from legacy HTML source files to a robust RoboHelp system and wrote and maintained documentation for a 3D modeling software system.

01/2007 – 03/2012 WHEAT RIDGE, COLORADO, USA

Senior Technical Writer Broadridge Financial Solutions

Technical writer for a financial software company, responsible for creating, editing, and maintaining technical documentation, user guides, and support website for employees and clients.

Highlights:

- Converted the entire documentation set from a traditional FrameMaker-based PDF format into DITA for single sourcing into multiple formats, both online and print. The documentation was also completely edited and revamped into a more concise, minimalist, and user-friendly format.
- Primary writer for government reporting and compliance for securities industry processing



Volunteering

01/2017 – 07/2020 UVITA, COSTA RICA

Executive Director El Refugio Costa Ballena

Management of all facets of organizational operations and development, including shelter operations, volunteers, spay and neuter clinics, community outreach and assistance, education, and adoption and foster programs.

Highlights:

- Managed 40 volunteers, five department coordinators, and an on-site shelter supervisor.
- Rescued and rehabilitated 450 homeless, abandoned, or injured dogs and cats
- Spayed and neutered 1,600 dogs and cats at low-cost spay and neuter clinics in low-income communities



Board Memberships

02/2017 – PRESENT UVITA, COSTA RICA

Board of Directors - President El Refugio Costa Ballena

President of the board of directors for an animal rescue organization. Responsible for fiscal oversight, budgeting, and fundraising. Oversight for operations, spay and neuter clinics, education programs, and community outreach efforts.

Highlights:

- Implemented an ongoing monthly donor program which generated over \$15,000 of donations within its first year and secured grants of approximately \$20,000 from foundations and major donors
- Built strong relationships between board members, volunteers, staff, and community members to create a positive shared vision for the organization's future



Education

08/1997 – 08/2001 BOULDER, COLORADO, USA

Bachelor of Arts University of Colorado at Boulder

BA in Psychology



Skills

– SOFTWARE AND APPLICATIONS

Adobe Technical Communication Suite, FrameMaker, RoboHelp	
Adobe InDesign, Photoshop, Illustrator, Lightroom, Dreamweaver, Acrobat	
Content management systems, CMS, version control, Subversion, Mercurial, Tortoise, Git, GitHub	
Arbortext, XMetaL, and Oxygen XML editors	
Microsoft SharePoint, InfoPath, Visio	
WordPress, social media management, search engine optimization, SEO	

– DEVELOPMENT AND METHODOLOGIES

HTML, XML, DITA, CSS, SSI, JavaScript, Markdown	
API documentation, RESTful APIs, JSON, cURL, RAML, microservice architecture, YaaS, DocPad	
Project management, usability testing, integration, standards development and management	
Agile software development methodologies, software development life cycle, SDLC, Scrum, JIRA	
Python	

– LEADERSHIP SKILLS

Communication	
Research and analysis	
Problem solving	
Conflict resolution	
Change management	

– LANGUAGES

English	
Spanish	