Ashley Elaine Miller
Technical Writer

ashleyelaineportfolio.com | ashleyelainework@gmail.com
(303) 710-2779 | Austin, TX (willing to relocate)

Summary

Recent graduate from the University of North Texas (UNT) with a Bachelor of Science in Technical Communication and Psychology. Two years of practical experience writing, editing, and designing in the semiconductor, insurance, and education industries. Autonomously learned DITA XML and Markdown in less than one week to create and publish topics and maps in a component content management system (CCMS). Reduced editorial labor at International Risk Management Institute, Inc. (IRMI) by 50% by proposing and implementing a structured authoring reuse strategy. Co-authored, edited, and designed technical documentation at Texas Instruments, Inc. (TI) to drive consistency, accuracy, and clarity across documentation and processes.

Skills

Tools
- Oxygen XML Author
- Jira
- Confluence
- Heretto
- Tridion Docs (Draft Space, Review Space, Content Manager, Publication Manager)
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Adobe Creative Cloud (Acrobat, Premiere Pro, Illustrator, InDesign, Photoshop)

Code
- Darwin Information Typing Architecture (DITA) XML and Markdown
- HTML/CSS

Work Experience

Technical Communication Lab Manager
UNT DEPARTMENT OF TECHNICAL COMMUNICATION - DENTON, TX | JULY 2022–PRESENT
- Write, edit, design, and update software orientation manuals for 950 technical writing students each semester.
- Lead a team of ten lab assistants in facilitating technical communication classroom instruction.
- Create easy-to-understand slide decks, banners, video tutorials, and other ad hoc documentation for the UNT Department of Technical Communication.
- Mentor incoming Lab Manager in back-end operations, troubleshooting procedures, and team management.

Technical Documentation Intern
TEXAS INSTRUMENTS, INC. (TI) - RICHARDSON, TX | MAY–AUGUST 2023
- Suggested 550 technical edits across four published technical white papers and application notes in Review Space, demonstrating adherence to TI style guidelines and aiding future iterations.
- Developed two DITA topic templates in Oxygen XML Author to expand data sheet FADs (Features, Applications, and Description sections) to two pages. Templates continue to serve the ASC product line engineers and writers.
- Performed a comprehensive content strategy analysis. Conducted content audits, compared congruent products, and curated a branded slide deck to highlight findings. Presented results and recommendations to key stakeholders.
- Independently studied semiconductors and fundamentals of electrical engineering to supplement technical expertise to effectively edit highly complex documentation.
- Contributed to a UX research initiative by offering critique of the user experience and UX writing of a new iteration of the TI website navigation bar.

Editorial Intern
INTERNATIONAL RISK MANAGEMENT INSTITUTE, INC. (IRMI) - DALLAS, TX | JUNE–AUGUST 2022
- Collaborated with Lead Content Strategist to pioneer an operational model for assessing and analyzing content through a structured authoring reuse strategy. Reduced editorial labor by 50% by synthesizing congruent products.
- Co-authored style guide for internal process documentation to establish consistency among digital products.
- Re-designed downloadable Word document checklist files as topics in Heretto to repurpose for web as embedded interactive content. Design serves as the template for future similar company documentation.

Education

B.S. in Technical Communication, B.S. in Psychology
UNIVERSITY OF NORTH TEXAS (UNT) - DENTON, TX | AUGUST 2020–MAY 2024
- **Relevant Coursework**: Technical Writing, Technical Editing, Usability and User Experience in Technical Communication, Information Design for Electronic Media, Proposal Writing, Quantitative and Qualitative Research Methods, Content Strategy, Content Analysis, and Visual Technical Communication

Projects

Technical Article Cleanup Instructions
TI | CONTENT MANAGER, PUBLICATION MANAGER, OXYGEN XML AUTHOR, CONFLUENCE
- Learned different approaches to the technical article cleanup and migration process. Collaborated with fellow technical documentation intern to drive consensus and streamline approaches into one efficient process.
- Co-authored an instructional guide to teach new technical writers how to clean up and migrate technical articles.
- Structured and designed content according to best practices for instructional design and TI content standards.
- Modified instructions to create a reference guide for experienced technical writers.
- Effectively standardized the technical article cleanup and migration process for new and advanced technical writers.

Content Strategy Analysis and Recommendations
UNT | GOOGLE ANALYTICS, MICROSOFT EXCEL
- Evaluated the web content strategy of the UNT Department of Technical Communication.
- Conducted content audits, interpreted Google Analytics data, interviewed key stakeholders, and performed a competitor analysis.
- Consolidated research, methods, results, and recommendations into a written report and a slide deck.
- Presented findings and recommendations for future content strategy initiatives to Department Chair. Department has since implemented three of the four key recommendations.

Recipe App Prototype
UNT | FIGMA
- Ideated a mobile app to help newly independent young adults learn culinary terminology and cook with familiar ingredients.
- Created a design system of reusable components, including brand colors, text styles (headings and body), interaction elements (header, navigation bar, search bar, and buttons), and a card component.
- Wrote all UI text, including microcopy, user interface copy, category names, feature names, and card text.
- Iterated a cycle of conducting think-aloud protocols and implementing user feedback to refine user experience.
- Created a high-fidelity interaction flow with over 100 interactions and 40 frames. Flow is a functional Figma prototype.

Instructional Video: Navigating the UNT Tech Comm Department & Accessing Student Resources
UNT | ADOBE PREMIERE PRO
- Directed, scripted, filmed, edited, and produced a polished instructional video that effectively orients new technical writing students with the facilities and resources of the UNT Department of Technical Communication.
- Navigated the challenge of learning Adobe Premiere Pro in less than one week to execute intricate visual effects and video editing techniques.