
Deborah Barnard

Technical Author

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SKILLS

My tech writing skills encompass every stage of the documentation process: from tooling to project management to producing and maintaining the docs. I embrace a docs like code approach, favour Jamstack tooling, and I'm a certified Scrum developer. I also have extensive experience with MadCap Flare. I'm passionate about helping users achieve their goals.

EXPERIENCE

Documentation Consultant - *Self-employed*

January 2018 - Present

Clients have included:

- KnowledgeOwl: produced all-new API documentation, including creating an OpenAPI spec file from scratch.
- Visit by GES: produced new webhelps using MadCap Flare. Took on product management tasks, researching and presenting a possible new product. Collaborated on a response to an RFP from a major client.
- Microgenetics: created and maintained a user manual for laboratory software. Custom docs setup using git, GitHub, Hugo and wkhtmltopdf. Docs were embedded into the app.
- Pusher: worked as editor and code tester for their content marketing program.

Technical Author - *Lhasa Ltd, Leeds*

January 2017 - January 2018

- Transitioned from RoboHelp to MadCap Flare. My main task was setting up the new Flare webhelps and editorial processes, including Flare project syncing.
- Migrated the docs from SVN to git.
- Produced webhelps and release notes using MadCap Flare.
- Contributed to the development of the team style guide.
- Participated as a member of Scrum teams, working on docs as part of development sprints. Implemented the documentation team's Sprint + 1 approach to producing end user docs within a Scrum framework.

Studio Support Specialist - *Flashtalking, Leeds*

January 2014 - January 2017

- Worked in technical support, helping dozens of agencies use our JavaScript API and platform to build their online advertising campaigns.
- Produced API documentation in Confluence.
- Created and implemented an onboarding process for new starters at the company.

EDUCATION

University of Leeds, Leeds - *MA English Literature*

September 2018 - September 2020

Passed with distinction a postgraduate MA in English Literature..

University of Kent, Canterbury - *MSc Computer Science*

September 2012 - September 2013

Passed with merit an MSc conversion course in computer science.

University of Edinburgh, Edinburgh - *MA Hons English Literature*

September 2004 - June 2008

Obtained a first class undergraduate MA in English Literature.

AWARDS

Certified Scrum developer: obtained the PSD 1 certification in 2017. [View certificate](#).

INTERESTS

Prior to COVID, I ran the [Write the Docs North England](#) meetup, and I'm an active participant in the Write the Docs Slack community. Outside of tech writing, I enjoy travel (my last big trip was to Uganda and Rwanda), and have a cat.