

Deborah Barnard

Senior Technical Writer

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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. I'm passionate about helping users achieve their goals.

My GitHub profile (github.com/StarfallProjects) shows what I've been doing recently, including my current work for n8n.

More writing samples (both client projects and blog articles) can be found on my website: starfallprojects.co.uk

EXPERIENCE

Senior Technical Writer - n8n

February 2022 - present

Sole technical writer at n8n, a low-code workflow automation startup.

- Designed, proposed, and implemented new tooling and information architecture. Delivered an improved authoring experience, lower-maintenance tooling, more performant and comprehensive search, and a more browsable information architecture.
- Project managed the docs, including: setting quarterly goals, implementing analytics and using them to prioritise projects, defining collaboration and contribution processes across teams.
- Supported n8n's push to be the low code solution for building AI powered workflows with documentation, tutorials, and example workflows.
- Overhauled existing content and filled gaps: ensured up-to-date and complete information, in a consistent and clear style to improve readability. This included creating new code tutorials, and overhauling existing code samples.
- Provided documentation for new features, with documentation ready at release. This helped marketing as they prepared for launches, as well as ensuring support for users.
- Managed contractors and assisted with interviewing candidates.

Documentation Consultant - *Self-employed*

January 2018 - February 2022

Clients have included:

- KnowledgeOwl: produced all-new API documentation, including creating an OpenAPI spec file from scratch. This project met multiple needs: better API documentation, a working example of how to do API docs with KnowledgeOwl, and a thorough internal review and test of the API.
- Buildkite: contributed documentation updates and overhauls, with a focus on testing and supporting Windows compatibility.
- 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. Built a 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

- Tooling: 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.

Studio Support Specialist - *Flashtalking, Leeds*

January 2014 - January 2017

Technical support and documentation, helping creative agencies build adverts to run on Flashtalking. Wrote API documentation in Confluence. Created and documented an onboarding process for new team members.

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.](#)