

# 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, and enjoy mentoring junior writers. I'm passionate about helping users achieve their goals.

My GitHub profile ([github.com/StarfallProjects](https://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](https://starfallprojects.co.uk)

### EXPERIENCE

#### Senior Technical Writer - n8n

February 2022 - present

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

- Project managed the docs, including: setting quarterly goals, implementing analytics and using them to prioritise projects, defining collaboration and contribution processes across teams.
- 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.
- Managed contractors, interviewed candidates, onboarded and mentored a junior tech writer.
- 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.

#### 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](#).