
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 accessibility and readability.

EXPERIENCE

Documentation Consultant - *Self-employed*

January 2018 - Present

Clients have included:

- 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.

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- 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 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 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

I run 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'm doing an MA in English Literature, enjoy travel (my last big trip was to Uganda and Rwanda), and have a cat.