

RESUME

MEGHAN MAHAR

SENIOR UX WRITER & CONTENT STRATEGIST

Tenacious and clever, longtime software industry UX writer and content strategist with a knack for asking the right questions, persevering through hard deadlines, and taking ownership of work. Regularly comes up with creative solutions backed by user research to create simple, concise, and engaging content for all users.

EXPERTISE

- UX WRITING** In-app announcements, tutorials, error messages, buttons – you name it. Since 2006, I have perfected the craft of taking complex ideas and creating UX copy that's consistent and accessible to all.
- CONTENT DESIGN** As technology advances and the way people comprehend changes, I continue to evolve my design skills through structure, layout, diagrams, videos, and interactivity as each project calls.
- CONTENT STRATEGY** I use a blend of content audits, user research, solution design, scoping, and timelines to create well-thought-out and well-executed guidelines and plans to reach content goals.

EXPERIENCE

- 2021 - 2022**
[Achieve](#) **SENIOR UX WRITER (CONTRACT)**
Established UX Writing Guidelines, a Product Brand Voice Chart, and UX Writing process flows for their new brand while creating their first UX Writing team and continuing to improve retention with their current products through better informed UX copy.
- 2013 - Present**
Various Projects **FREELANCE WRITER**
Created help content, promotional material, tech industry articles, outdoor adventure guides, email flows, white papers, and web content for a variety of clients and their product needs.
- 2017 - 2020**
[Decisiv](#) **LEAD UX WRITER (CONTRACT)**
Developed a knowledge base full of help articles, an in-app resource center, onboarding tutorials, templates, guidelines, and a product brand voice to build trust with their users.
- 2015-2017**
[Pacific Metrics](#) **SENIOR TECH WRITER**
Introduced a gold standard for release notes and online help later adopted by all project teams. Became the go-to person for videos, demo scripts, marketing presentations, and UI content.
- 2011 - 2013**
[Appian](#) **LONE TECH WRITER**
Structured their docs alongside code for continuous software development. Organized ~900 MediaWiki pages into ~300. And created the company's first tutorials for their low-code platform.
- 2007-2011**
[Personify](#) **DOC TEAM MANAGER & SENIOR TECH WRITER**
Created help content for six product lines and introduced workflow images for complex concepts. Restored documentation image within the company while leading a team of four writers.



CONTACT

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SOFTWARE SKILLS

Content Tools

- Pendo
- Zendesk
- Wordpress
- Shopify
- InDesign

Visual Tools

- Figma
- Sketch
- Invision
- Camtasia
- Photoshop

Languages

- HTML
- CSS
- Markdown

Process

- JIRA
- Github
- Airtable

PORTFOLIO

- In-App Tutorials
- In-App Messaging
- Product Announcements
- Content Resource Center
- Company COVID Response
- Brand Voice Chart
- Tech Industry Articles
- Product Landing Pages
- Company White Papers

Visit www.megmahar.com to view.

CONFERENCES/TALKS

Pendomonium, 2019 - Session Speaker
Write the Docs, 2019 - Session Speaker
VT Prof. Writing Panel, 2008 - Participant

EDUCATION/AWARDS

B. A. in English, May 2006 - Virginia Tech
STC-WDC Tech. Pub. Award, 2008