

Claire Bendig

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www.clairebendig.com

WORK EXPERIENCE

Google Technical Writer

Irvine, CA

Core Data at Google, Contracted through ProUnlimited

March 2021 – Current

- Develop quick start guides, user guides, references to document new products in Core Data
- Design codelabs to walk software engineers through new tools and APIs.
- Align with Google style guide and update the CSS and web design of doc sites accordingly.
- Update current documentation to boost dochealth scores. Brought a database product's site from 37% to 90% in a week by updating links, adding page owners, consistent headers, and data freshness.
- All documentation is written in Markdown using Google's internal documentation tools.
- Provide Google SQL code samples in order to guide users on how to build queries to search a database.
- Interact with new consoles and UI in order to create a set of documents explaining features and potential troubleshooting steps.

Medical Device Technical Writer

Remote

Advanced Sterilization Products, Fortive

July 2020 – March 2021

- Developed user guides and IFUs for New Product Development in the Medical Device Industry
- Worked with RA team to accurately capture hardware and software updates for Class II medical devices
- Collaborated with software engineers to update GUI (graphic user interface) screens to better the UX design
- Updated labeling from Johnson and Johnson Medical Devices to ASP (Fortive) per branding specifications

Freelance Content Writer

Remote

Freelance (MarketScale, Benzinga, Co-Op Financial Services)

Aug 2014 – Present

- Researched scientific content for topic-based authoring
- Samples can be found at: www.ClaireBendig.com

IT Technical Writer

Portland, OR

Oregon Health & Science University, IT

Nov 2019 – June 2020

- Migrated over 300 documents to a new CMS (Common Spot to Confluence/Jira)
- Edited internal documentation for consistency, clarity, and confirm it follows the style guide
- Worked with subject matter experts and engineers to write and develop topic-based authoring

Science Documentation Editor

Portland, OR

Willamette Cultural Resources

Mar 2019 – Nov 2019

- Wrote, edited, and planned reports and memorandums for archaeologists and anthropologists
- Formatted reports to align with American Anthropological Association style guide
- Edited CSS code to redo the design and layout of a WordPress website

Communications Specialist

Duarte, CA

City of Hope Hospital

Jan 2018 – Jan 2019

- Worked with patient families to educate about the bone marrow transplant process
- Organized presentations, events, and documentation to educate about Be The Match
- Previously worked for the National Bone Marrow Registry, Be The Match, for five years
- Conducted interviews and pitched patient stories to networks such as Telemundo and NBC

TECHNOLOGY

Markdown, GoogleSQL, MadCap Flare, Confluence (Jira and Atlassian), CommonSpot, SnagIt, Adobe Acrobat, DITA, XML, CSS, Microsoft Office Suite, Adobe Creative Suite (Photoshop, InDesign, Illustrator), WordPress, Bluehost, Canva, Miro, Adobe FrameMaker, Figma, XML web-based documentation tools, internal Google documentation tools (learned on the job)

SKILLS

Topic-based Authoring, Concise Writing, Grant Writing, UX Design, XML, Graphic Design, Document Design, Translation of Documentation using XLIFF, Client Communication, Usability and Testing, Accessibility, Content Development, User Research

EDUCATION

Master of Science, Technical Writing

Portland State University, 3.9 GPA

BFA, Creative Writing

Chapman University, Magna Cum Laude

Portland, OR

March 2020

Orange, CA

May 2017