

Jessica Fisher

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Summary

An accomplished technical writing professional with extensive experience in documentation, learning, and strategic planning. Skilled at translating complex concepts into user-friendly materials with exceptional attention to detail. Leverages strong communication and problem-solving skills to collaborate effectively with teams and achieve operational excellence.

Technical Skills

Adobe Acrobat | Madcap Flare | Microsoft Word | Microsoft PowerPoint | Microsoft Visio | SharePoint | Snagit | Qualtrics

Education

University of North Texas | Denton, TX.

- Master of Arts in Professional and Technical Communication Expected October | 2025
- Bachelor of Arts in Professional and Technical Communication Cum Laude | 2016

Experience

Pioneer Natural Resources

Irving, TX.
2021 - 2024

Technical Writer III

- Managed 12 different departments and wrote over 380 policies, standards, and standard operating procedures (SOPs) implemented throughout the company.
- Developed over 40 standards in close collaboration with health, safety, and environmental subject matter experts (SMEs).
- Crafted policies relating to the company's environmental, social, and governance effort, which led to a top 25% ranking of 40,000 companies assessed.
- Led a marketing campaign to reinvent the company's documentation system, consolidating document types based on client feedback data and consulting with corporate communications to generate a 48% increase in end users accessing documents.
- Created fillable forms covering different engineering specifications using Adobe Acrobat Pro DC.
- Published production operations newsletters viewed by over 1,000 employees, coordinating with SMEs during monthly meetings.
- Designed engaging presentations for monthly safety meetings, receiving high praise for implementing creative solutions to improve visual content.
- Mentored team members on documentation processes, conducting SME interviews, and interpersonal skills.
- Participated as a recurring guest speaker for Technical Communication students and faculty at the University of North Texas.

WideOrbit

Coppell, TX.
2016 - 2020

Technical Writer

- Created and updated an 1,800-page customer-facing user manual using Madcap Flare in collaboration with SMEs in Quality Assurance, Development, and Support teams.
- Utilized written and verbal communication skills to coordinate meetings with SMEs related to documentation, establishing knowledge sharing across departments.
- Designed 9 pre-implementation plans and Microsoft Visio drawings while maintaining brand identity.
- Supported engineering, sales, and support teams by identifying updates in Jira for customer release notes and generating repositories in SharePoint to host documentation.

Certifications and Professional Development

- Graduate Certificate in Technical Writing | University of North Texas
- PPA Procedure Certification | Procedure Solutions Management
- How to Research and Write Using Generative AI Tools | LinkedIn Learning
- InDesign 2024 Essential Training | LinkedIn Learning
- Creating API Documentation | LinkedIn Learning