Deborah Barnard

Technical Writer

deborah@deborahwrites.com
deborahwrites.com

FOCUS

Using documentation, microcopy, and other content to:

- Improve user and developer experience.
- Communicate products to users and developers.

Work samples can be found on my website: deborahwrites.com My GitHub profile (github.com/StarfallProjects) shows some of my recent activity, including my work for n8n.

EXPERIENCE

Documentation Consultant - *Self-employed*

August 2024 - ongoing

Clients including:

- n8n: I was invited back to work on contract projects, including implementing more feedback gathering and handling community submissions.
  Bolt.new: Help centre overhaul. Introduced style guide, new information architecture, content templates. Updated existing content and filled content gaps.

Senior Technical Writer - *n8n*

February 2022 - July 2024

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.

- 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 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.
- Visit by GES: produced new webhelps using MadCap Flare. Took on product management tasks, researching and presenting a possible new product.
- 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

Studio Support Specialist - *Flashtalking, Leeds*

January 2014 - January 2017

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.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

Marketing Week - *Mini-MBA in Marketing*

September 2024 - December 2024