Dr Jeunese Payne

🌐 jeunesepayne.com/myportfolio

in uk.linkedin.com/in/jeunese

@ j.adrienne.payne@gmail.com

📞 +44 7976 216650

I am a **content developer** with a strong writing and research background, and a passion for effective communication. I come equipped with diverse content development skills that I can adapt to different audiences, writing styles, and topics. I would like to leverage my aptitude for creating high-quality user-centric content, with a commitment to clear, accurate, and purposeful communication. To this end, I am seeking opportunities to have a practical and positive impact in the world of technology by synthesising and conveying information to help users accomplish their goals.

Key Competencies

- Product and process documentation
- Information experience (IX) design
- UX writing and UI review
- Information architecture (IA)
- Content strategy and design
- Research and analysis (quant. and qual.)
- Survey design and analysis

Tools

- Jira
- Confluence
- Miro
- Pendo
- Snagit
- Trello
- Qualtrics
- IBM SPSS
- VSCode
- Markdown (GFM)
- BitBucket
- Zendesk
- Basic HTML and CSS
- Google Docs editors
- Microsoft Office suite
- Overleaf (LaTeX editor)

I am also familiar with UX and design tools, including Figma, Sketch, Adobe products, Optimal Workshop, UXPressia, and Wix.

Education

Abertay University, Dundee

PhD: Applied Psychology in HCI (2014)
- Fully funded scholarship from NCR
- Completed within 3 years
- Four publications

BSc Psychology, 1st Class Honours (2010)
- Passed with distinction each year
- Graduated top of my class
- Presented two awards for high achievement
- Profiled in the Graduate 100 publication (2010)
- Awarded a Carnegie Vacation Scholarship (2010)

Strengths

| Creative problem-solving | Attention to detail | Effective writing | Integrity and empathy | Critical thinking |

Current Employment

Pendo | Lead Technical Writer

- **Lead Technical Writer:** February 2024 to Present
- **Senior Technical Writer:** February 2022 to January 2024

Product Documentation: Write and maintain accurate, consistent, organised, and effective Knowledge Base content aligned with releases and updates, and revised based on input from PMs, engineers, support teams, and customers. Create visual aids to communicate complex techincal processes.

Information Architecture (IA): Collaborate cross-functionally to organise content around the customer journey for Pendo products, and to improve user success with implementation and setup.

UX Writing: Engage with UX designers and PMs to create and review in-product copy for consistent and user-friendly experiences across the Pendo Platform. Collaborate with design leaders to contribute to our Design System for a unified experience. Engage in monthly design reviews.

Standards: Champion content design principles, including technical and UX writing best practices, aided by the development of style guidance and review process. Design and implement processes for creating and managing high-quality content, including a "continuous documentation" approach, aided by Jira.

Employment History •

Citrix | Senior Information Developer (Technical Writer)
November 2020 to February 2022

Featurespace | UX Researcher and Designer
March 2019 to November 2020

University of Cambridge Information Services | UX Researcher
June 2017 to February 2019

Africa's Voices Foundation (AVF) | Researcher & Visiting Fellow
January 2016 to March 2017

University of Cambridge Computer Lab | Research Associate
October 2013 to November 2015

Abertay University | Teaching Assistant (part time)
May 2011 to May 2013

NCR R&D | Usability Research Assistant (part time)
May 2010 to May 2013

• Information about each of these positions is available upon request in a more detailed CV.