

# DR JEUNESE PAYNE

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Currently in an information development role, where I work in collaboration with product designers, software engineers, product and marketing managers, and other technical writers, I am a creative and task-oriented colleague with a strong writing and research background. I would like to leverage my aptitude for reviewing and creating content based on user needs, with a commitment to clear, concise, 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.

## Current Role

February, 2022 – present

### Senior Technical Writer

Pendo, Remote

**I am primarily responsible for authoring product documentation, which I revise based on feedback from PMs, engineers, support teams, and customers. I align this content with product releases and updates. I am also engaged in implementing team-wide best practices, and in-product content development and review.**

**Product Documentation.** I develop and maintain product documentation to help customers install, configure, manage, and use Pendo products, with a focus on driving value. My primary responsibility was Pendo Feedback, but company reorganisation resulted in my taking on Pendo Adopt and shared responsibility for Pendo Analytics, Integrations, and Installation.

**Standardisation and Process.** I created article templates and a Style Guide based on industry standards for technical writing to apply to all new and updated content. I also implemented a ticketing system using JIRA and a “continuous documentation” approach to content creation. I created internal documentation in Confluence detailing these processes and resources.

**Information Architecture.** After inheriting the Pendo Feedback documentation, I am leading an effort to restructure its content around the target audience’s workflow. Decisions are made based on SME insight, page view data, and content analysis of survey and NPS data.

**UX Writing and UI Review.** When required, I create and review in-product copy for the UI and for our Design System. This includes buttons, menu labels, error messages, T&Cs, inline instructions, tooltips, and other on-screen text, as well as general layout and appearance.

## Supporting Formal Feedback

**Project Manager:** *“I appreciate Jeunese for her proactiveness in trying to achieve her goals that would benefit the entire company. She and I have been collaborating on improving the help center content and overall process.”*

**Senior Product Operations Manager:** *“Jeunese has done some fantastic work on mapping Feedback workflows & table of contents which has encouraged the whole product team to not just think about content but also the user journey [...] Jeunese has been a source of calm and consistent progress, even when the product team is short on time or resources to collaborate on content. She has managed with sometimes minimal information to get the answers she needs & create comprehensive content.”*

**Technical writer:** *“I’ve really benefited from her learnings since she joined Pendo. She documents everything she does and this makes it easy for her team members to pick up where she left off and make an impact quickly. [...] She makes excellent contributions to the foundations of the technical writing function at Pendo.”*

## Key Competencies

### Information Experience

- Product documentation
- Technical content writing
- Content strategy and design
- UX writing and review
- Information architecture

### User experience and usability

- Usability testing
- Use cases and scenarios
- Experience and journey mapping
- Heuristic evaluation

### Research and Analysis

- NPS analysis
- Survey design and analysis
- Thematic and content analysis
- Interviews and workshops
- Contextual enquiry
- Statistical analysis

## Tools

- Miro
- JIRA
- Confluence
- SnagIt
- Google Docs Editors
- Microsoft Word suite
- Qualtrics
- VSCode
- BitBucket
- Markdown
- Overleaf (LaTeX editor)

I am also familiar with Adobe graphic design software, Figma, InVision, Sketch, UXPressia, Optimal Workshop, SPSS, Trello, and YouTrack.

## Personal attributes

- Creative problem-solving
- Attention to detail
- Effective writing
- Critical thinking
- High integrity
- Empathy
- Analytical

## Degrees

Abertay University, Dundee

### PhD: Applied Psychology in HCI (2014)

Fully funded scholarship provided by NCR, completed within 3 years.

### BSc Psychology, 1st Class Hons (2010)

Passed with distinction each each year; presented with two awards for high achievement (2009; 2010)

## Relevant Employment History

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November, 2020 – February, 2022

### Senior Information Developer (Technical Author)

*Citrix, Cambridge*

I authored product documentation targeted at administrators, aligned with product releases and updates. Content was delivered as part of a *Docs-as-Code* framework, and adhered to the Microsoft Style Guide and Citrix brand standards, passing automatic checks, and a peer review and approval process. I made research-informed decisions for [restructuring my doc set](#) around the administrator's technical workflow. I was also responsible for in-product content development and UI review.

March, 2019 – November, 2020

### User Experience Research and Design

*Featurespace, Cambridge*

I informed the design of features in the *ARIC Risk Hub* – a machine learning platform for monitoring financial crime. With Lean UX canvassing, use cases, wireframes, and iterative prototyping, I worked collaboratively across teams to explore user-centred designs, and created mock-ups to illustrate functionality. I also identified internal pains and documented business goals to [create alignment in an agile working environment](#), conducted [usability analyses](#), contributed to style guides, and edited process documents according to these guidelines.

June, 2017 – February, 2019

### User Experience Research

*University of Cambridge, Information Services (UIS)*

I wrote, edited, and reviewed digital content, with a commitment to plain English and content design principles. I suggested content based on [user research](#) and business needs. I specified standards and methods based on user-centred design and good research practice, and used these in my own [discovery research](#), user interviews, and testing. The role also included design sprints with other designers, data analysis and dissemination, and survey management.

January, 2016 – March, 2017

### Research (Cambridge) and Visiting Fellow (Nairobi)

*Africa's Voices Foundation (AVF)*

I worked onsite with a social change media organisation in Kenya, where I drew insights from large databases of textual and demographic data. This role involved stakeholder relationship management, designing studies (on topics of reproductive health, vaccination, maternal health, and governance), and subsequent analyses, reports, and presentations. The role also involved intern supervision and [evaluating bespoke systems for exploring data](#), for which I additionally developed training materials. I developed systems for organising content, created manuals and video tutorials, and wrote client-facing blog posts.

October 2013 – November 2015

### Research Associate (Usable Security, Mobile Technology)

*University of Cambridge, Computer Lab*

I led early [interviews](#) and usability studies of an authentication device and contributed to 3 published academic papers as a result of this project. I wrote and edited instructional text for a newly developed authentication app; helped colleagues define user models, and design features and functionality in line with these; and wrote, edited, and reviewed blog posts, presentations, and user manuals. During term-time, I engaged in [academic collaboration](#) and supervised undergraduates in 3<sup>rd</sup> year HCI, and 1<sup>st</sup> and 2<sup>nd</sup> year Psychology, and I co-supervised an MPhil student and a summer intern for functional prototyping.

May, 2010 – May, 2013

### Usability Research Assistant (part time)

*NCR Research and Development, Dundee*

May, 2011 – May, 2013

### Teaching Assistant (part time)

*University of Abertay, Dundee*