

# Dr Jeunese Payne

- jeunesepayne.com/myportfolio
- uk.linkedin.com/in/jeunese
- j.adrienne.payne@gmail.com
- +44 7976 216650

I am an **information developer** with a strong writing and research background. 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, purposeful and effective communication. To this end, I'm 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
- Trello
- Qualtrics
- IBM SPSS
- Snagit
- 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 technical 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

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.