

# Jeffrey L. Smith

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## PROFILE

**Content creation:** Adept at writing technical documentation and content.

**Project management:** Skilled at gathering requirements, working with stakeholders, and driving effort on projects, OKRs, & goals using agile methodology and cross-team collaboration.

## SKILLS

**Content Strategy**

**Project Management**

**Scrum (PSM-I Certified)**

**Written/Oral Communication**

**Copyediting**

**Requirements Gathering**

**Task Management**

**Markdown**

**PHP/MySQL/JavaScript**

## EXPERIENCE

**Auth0** – Technical Writer (06/2016 - 12/2019); Senior Technical Writer (01/2020 - 08/20)

- Created & maintained technical docs and samples for Product, SDKs, & APIs.
- Led content efforts on large cross-team projects such as a major vulnerability response.
- Assisted in creating and conducting product education and onboarding for new hires.
- Led initiative to move team to an Agile workflow; served as self-taught Scrum Master, managing sprints, standups, planning, retrospectives, and 1:1s with team members.
- Planned and implemented OKRs for a new engagement process for the team, and for the creation of metrics for the docs team's workflows, allowing data driven decision making.
- Managed internal and cross team projects, including a multiple-quarter effort to migrate documentation platforms involving several teams and increasing pressures.
- Administered three Jira projects, two Confluence spaces, and used countless SaaS tools.

**Jeffrey L. Smith (Sole Proprietor)** - Development, Writing, & Consultation (01/2011-Present)

- Developer, content writer, & consultant for clients in many industries.
- Practiced gathering requirements and at project planning & management.
- Learned project management skills: managed timetables & stakeholder expectations, created project plans, managed vendors, enabled team to move past blockers.
- Contracted to author for NET Magazine, SitePoint, Scotch, Zapier, & others.

**SitePoint.com** - Contract Work & Volunteering (01/2015 - 06/2017)

- Volunteer Work: Community mod on Discourse forums and Slack.
- Authored articles, edited/reviewed video content, other consultation by contract

**Matthews International** - Programmer/Analyst (03/2015 - 06/2016)

- Sole developer on a Drupal + Backbone.js app & its connected services.
- Managed project timelines, releases, vendors, and stakeholder expectations.

**Mueller Distributors** - Web Developer (07/2014 - 03/2015)

- Worked on public facing, internal, & ecommerce projects as a full stack PHP developer.
- Administered & used tools such as JIRA, Confluence, Office, LAMP, social media, etc.

## EDUCATION

**B.S. in Information Technology – Focus in Software Engineering**