

# Deborah Barnard

## Technical Writer

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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](https://deborahwrites.com) My GitHub profile ([github.com/StarfallProjects](https://github.com/StarfallProjects)) shows some of my recent activity, including my [work for n8n](#).

## EXPERIENCE

### **Documentation Consultant** - *Self-employed*

August 2024 - ongoing

### **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.

- Buildkite: contributed documentation updates and overhauls, with a focus on testing and supporting Windows compatibility.
- Visit by GES: produced new webhelps using MadCap Flare. Took on product management tasks, researching and presenting a possible new product. Collaborated on a response to an RFP from a major client.
- 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

- Tooling: transitioned from RoboHelp to MadCap Flare. My main task was setting up the new Flare webhelps and editorial processes, including Flare project syncing. Migrated the docs from SVN to git.
- Contributed to the development of the team style guide.

### **Studio Support Specialist** - *Flashtalking, Leeds*

January 2014 - January 2017

Technical support and documentation. Created and documented an onboarding process for new team members.

## **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