Orla Fitzgibbon Junior Technical Writer

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PROFILE SUMMARY

- **Junior Technical Writer** with **2 years** writing configuration guides and release notes for **Guidewire ClaimCenter**, the claims software insurers run, after 3 years answering support tickets for a Galway hosting company.
- Writes **DITA** topics in **Oxygen XML Editor**, captures screens with **Snagit**, checks API examples in **Postman**, tracks work in **Jira** and follows the **Microsoft Writing Style Guide**.
- Strongest in **task-based procedures**, **release notes** and **product terminology**, with a support background that shows which pages customers give up on and why.
- Works with **2 product teams**, the senior writers and customer support, from sprint demos and short engineer interviews to the weekly docs review.
- Runs the team's **monthly screenshot check** after UI changes, keeps the claims glossary current and brings the top support ticket themes to the writers each month.

TECHNICAL SKILLS

Authoring & CCMS Tools:	Oxygen XML Editor, Microsoft Word, Google Docs
Markup & Structured Formats:	DITA, Markdown, HTML
Help Centers & Docs Platforms:	Confluence, Zendesk Guide
API Documentation Tools:	Postman, curl, JSON
Editing & Style References:	Microsoft Writing Style Guide, plain language editing
Graphics & Screen Capture:	Snagit, Figma (basics)
Review, Translation & Analytics:	Jira, Git, Google Analytics 4

EDUCATION

University of Galway — **B.A. in English and Information Technology** — Galway, Ireland · Sep 2018 to Jun 2021

Google — **Technical Writing One and Two (online courses)** — Online · Mar 2024

WORK EXPERIENCE

Guidewire — **Technical Writer** — Dublin, Ireland · Nov 2024 to Present

- Wrote and now maintain **85** topics in the ClaimCenter configuration guide for insurer IT teams, testing every procedure in a dev environment before each topic goes live.
- Drafted the release notes for 2 ClaimCenter feature areas with the product managers, adding a short "Who this affects" line that cut follow-up questions on the customer community by **22%**.
- Rewrote the 15 most-viewed claims setup topics as task-based procedures with one goal per topic, raising "Was this helpful?" yes votes on them from 54% to **71%**.
- Built a **90**-term glossary for the claims docs with the senior writers, so the product UI, the docs and the translated topics all use the same words.
- Ran every request example in **12** Cloud API how-tos with an engineer from the API team, fixing outdated fields and auth headers that support had been answering by hand.

Nostra — **Customer Support Specialist** — Galway, Ireland · Jul 2021 to Oct 2024

- Answered **1,400+** tickets a year on hosting, email and broadband for small business customers, tagging every ticket that a missing or unclear help article had caused.
- Wrote **60** internal knowledge base articles in Confluence on repeat issues, cutting average handling time on those issues by 3 minutes.
- Brought the 10 most-asked customer questions from the monthly unresolved ticket review to the website team, and **7** of them became new public help pages.