

# ERIK AMUNDSEN

MIDDLETOWN, CT; OPEN TO TRAVEL; REMOTE AND HYBRID SPECIALIST

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## TECHNICAL STORYTELLER AND DOCUMENTATION SPECIALIST

Independent writer bridging communication gaps between experts, clients, and leadership with intuition based in deep technical insight. Distills technical expertise into clear and actionable copy.

- Designed a knowledge base that empowered clients to self-serve and cut support tickets by 20%.
- Distilled complex commissions hierarchical logic into a one-sheet reference document used company-wide.
- Documented the development process of a new client-facing logistics platform, including requirements, testing, release notes, API, and integration documentation.
- Created change management and data integration documentation from experience guiding clients in platform onboarding and data migration.

### PROFESSIONAL EXPERIENCE

**EDRAY Collaborative Port Logistics – Charlotte, NC; Remote/Hybrid**

TECHNICAL WRITER

APRIL 2023 - SEPTEMBER 2023

Supported and guided all departments with SOPs, code, API, and data integration documentation as the sole technical writer.

**SKILLS:** Documentation, API, SDK, SOP, Workflows, User Guides, SaaS, Data Integration, Data Mapping, User Acceptance Testing, Logistics, Confluence

- Documented the development process of a new client-facing logistics platform, including requirements, testing, release notes, API, and integration documentation.
- Developed comprehensive user guides that provided users with diverse internal and client user profiles with clear and step-by-step instructions.

**Veruna, Inc. – Hopkinton, MA; Remote/Hybrid**

TECHNICAL WRITER

APRIL 2021 - FEBRUARY 2023

Led the documentation of a Salesforce-native InsurTech platform, creating the knowledge base, product features documentation, release notes, and reference materials.

**SKILLS:** Knowledge Base, Release Notes, Requirements Gathering, Product Development, Salesforce, Insurtech

- Created a knowledge base targeting common customer issues and providing clear step-by-step instructions, resulting in a 20% reduction in customer support tickets.
- Developed a comprehensive user guide that provided users with clear and step-by-step instructions.
- Distilled complex commissions hierarchical logic into a one-sheet reference document used company-wide.

### Veruna, Inc. – Hopkinton, MA; Remote/Hybrid

DATA MIGRATION SPECIALIST

OCTOBER 2017 – APRIL 2021

Led the data migration to a Salesforce-native InsurTech platform while documenting internal processes and designing change management guides and end-user training materials.

**SKILLS:** Data Migration, Change Management, Training Materials, Product Onboarding, Process Improvement, Customer Success, Customer Satisfaction, SQL

- Developed change management and data integration documentation from experience guiding clients in platform onboarding and data migration.
- Documented all code, queries, data maps, and tools used in data migration.

### Connecticut Interactive – Hartford, CT; On-Site

TRAINER

SEPTEMBER 2016 – JULY 2017

Coordinated training of State of Connecticut personnel on a new Content Management System.

**SKILLS:** Training and Mentoring, Content Management Systems, Video Creation and Editing, Voiceover, Customer Satisfaction Meeting Facilitation, Presentation, Government Relations

- Trained State of Connecticut departments to use their new content management system while developing an end-to-end user guide.
- Created a user guide with clear step-by-step instructions for a new calendar and appointment scheduling application.

### Thomson Reuters, Scientific Division / Micropatent – East Haven, CT; On-Site

DATA CONVERSION SPECIALIST

2005 – 2016

Processed high-volume patent and trademark data through the extraction, transformation, and loading process.

**SKILLS:** Data Conversion, Custom Data Products, Troubleshooting, Agile Methodologies, Kanban

- Developed process and procedure documentation, job aids, reference materials, and troubleshooting guides while performing high-volume data conversion.
- Implemented Kanban board for tracking team responsibilities.

## AREAS OF EXPERTISE

Documentation, API, SDK, SOP, Workflows, User Guides, Knowledge Base, SaaS, Data Integration, Data Mapping, User Acceptance Testing, Release Notes, Requirements Gathering, Product Development, Salesforce, Data Migration, Change Management, Process Improvement, Customer Success, Customer Satisfaction, Training and Mentoring, Content Management Systems, Video Creation and Editing, Voiceover, Customer Satisfaction, Meeting Facilitation, Presentation, Custom Data Products, Troubleshooting, Agile Methodologies, Kanban, Insurtech, Logistics, Government Relations

## TECHNICAL ACUMEN

**Systems:** Salesforce, AWS, Azure Dev Ops, SQL Server, Linux, Unix, Confluence, GCS, GitHub

**Languages/Frameworks:** SQL

**Applications:** Office 365, Visio, SharePoint, JIRA, Madcap Flare, Adobe Creative Cloud, Inkscape, Miro, Power BI, Monday.com

## EDUCATION AND ACHIEVEMENTS

Bachelor of Arts (B.A.): English | University of Connecticut

Published Shory Fiction Author, Poet, and Game Designer