Taylor Diaz

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Experience

TECHNICAL WRITER | INTUIT | AUG 2021 – JAN 2024

- Gathered software requirements from a variety of sources, such as Confluence articles, JIRA, and subject matter experts (SME).
- Worked closely with Development and QA teams to gather and verify technical information.
- Updated end-user, installation, and troubleshooting guides for internal and external customers.
- Effectively communicated complex technical concepts to a wide range of audiences.
- Participated in all phases of the software development lifecycle (SDLC).

TECHNICAL SUPPORT ASSOCIATE | INTUIT | JUN 2019 – AUG 2021

- Taught customers how to use documentation to equip them to independently resolve their issues.
- Composed knowledge base articles.
- Experience coordinating with global teams to achieve shared goals.
- Assisted other agents through Slack.
- Escalated issues to tier 2 agents when required.

Education

BACHELOR OF SCIENCE | MAY 2019 | WESTERN GOVERNORS UNIVERSITY

- Major: Business Management
- Minor: Information Technology
- Related coursework: business communication, software design, SDLC, Agile methodology, Six Sigma concepts, Microsoft Excel

Skills and Abilities

- Microsoft Office Suite (Word, Excel, PowerPoint)
- MadCap Flare
- Agile
- JIRA
- Salesforce
- RoboHelp
- Snagit
- Visio
- Adobe Photoshop
- Confluence