

Tyler Young

Senior Technical Writer

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A seasoned Technical Writer with over 10 years of experience crafting user-friendly technical instructions for all skill levels. I aim to use my documentation writing expertise, technical knowledge, and customer support experience as part of a team focused on customer success.

Experience

Freelance Technical Writer - April 2023 – Present

- Developed comprehensive technical documentation for clients.
- Collaborated with development teams to document software APIs, SDKs, and developer guides.
- Designed and executed content strategies for technical documentation to enhance user engagement.

Documentation Manager - May 2022 – March 2023

Nucleus Security

- Responsible for all documentation, including instructions for integrating with dozens of third-party services.
- Edited and reorganized over 100 existing pieces of documentation, resulting in an over 60% decrease in bounce rate.
- Maintained and improved the documentation website itself, including implementing custom code in JavaScript and Python to add additional features.
- Worked closely with product, marketing, and sales to support the definition and release of over 20 new products.
- Created roadmap for Documentation department with initiatives to improve documentation as a product.
- Defined company style guide to ensure consistent writing tone and voice across the entire company.

Technical Writer - October 2020 – April 2022

Fastly

- Responsible for all customer-facing documentation related to security products, including web application and API protection, bot protection, edge-based WAF, and other cloud security features.
- Maintained and improved multiple documentation websites built with Hugo and Jekyll on AWS and GCS.
- Created training curriculum and instructed new team members in the use and troubleshooting of company products.

Technical Writer - February 2018 – October 2020

Signal Sciences (acquired by Fastly)

- Head of Documentation department. Created and maintained over 200 pages of customer-facing documentation.
- Defined roadmap for Documentation department. Lead initiatives to improve documentation and processes.
- Maintained documentation website built with Hugo on AWS, including deploying structural improvements.
- Created training curriculum and taught monthly classes for the use and troubleshooting of company products.

Customer Support Agent III - January 2014 – July 2017

Media Temple (acquired by GoDaddy)

- Maintained and updated over 50 pages of knowledge base documentation across all products.
- Wrote dozens of widely-adopted instructions and scripts for addressing common customer problems.
- Diagnosed and resolved issues with LAMP servers, databases, website development, and email.
- Resolved over 30,000 customer tickets with a customer satisfaction rating of over 95%.

Education

Bachelor of Arts, Psychology - June 2013

Willamette University

Writing Samples

<https://tyler-young.com/tyler-young-writing-samples.pdf>

Skills

Technical writing, documentation management, product management, information security, SaaS, JIRA, Git, API, SDLC, Markdown, DITA, HTML, CSS, WCAG, Docker, Google Analytics, Adobe Creative Cloud, AWS, C#, Python, JavaScript