

Dr Jeunese Payne

-  jeunesepayne.com/myportfolio
-  uk.linkedin.com/in/jeunese
-  j.adrienne.payne@gmail.com
-  +44 7976 216650

I am an **information designer** with a strong writing and research background. I come equipped with diverse content development skills that I can adapt to different audiences, writing styles, and topics. I want to leverage my aptitude for creating high-quality, user-centric content, with a commitment to clear, accurate, purposeful, and effective communication. To this end, I'm seeking opportunities to have a practical and positive impact by creating content that empowers users.

Key Competencies

- Product and process documentation
- Information experience (IX) design
- UX writing and UI review
- Information architecture (IA)
- Content strategy and design
- Research and analysis (quant. and qual.)
- Survey design and analysis

Tools

- Jira
- Confluence
- Miro
- Pendo
- Trello
- Qualtrics
- IBM SPSS
- Snagit
- Smartling
- VSCode
- Markdown (GFM)
- BitBucket
- Zendesk
- Basic HTML and CSS
- Google Docs editors
- Microsoft Office suite
- Overleaf (LaTeX editor)
- Adobe

I am also familiar with UX and design tools, including Figma, Sketch, Optimal Workshop, UXPressia, and Wix.

Education

Abertay University, Dundee

PhD: Applied Psychology in HCI (2014)

- Fully funded scholarship from NCR
- Completed within 3 years
- Four publications

BSc Psychology, 1st Class Honours (2010)

- Passed with distinction each year
- Graduated top of my class
- Presented two awards for high achievement
- Profiled in the Graduate 100 publication (2010)
- Awarded a Carnegie Vacation Scholarship (2010)

Strengths



Creative problem-solving



Attention to detail



Effective writing



Integrity and empathy



Critical thinking

Current Employment

Pendo | Technical Writer

- **Lead Technical Writer:** February 2024 to Present
- **Senior Technical Writer:** February 2022 to January 2024

Documentation: Write and maintain accurate, consistent, organised, and effective help center documentation that's aligned with releases and updates, and revised based on input from PMs, engineers, customer-facing teams, and customers. Create visual aids to communicate technical and abstract concepts and processes.

Content Strategy: Research user behaviours, needs, and pain points to develop content that improves user success with implementation and setup. Collaborate cross-functionally to structure content around the customer journey within a robust information architecture (IA).

UX Writing: Engage with Design, Product, and Engineering teams to create and review in-product copy, ensuring consistent, user-friendly experiences across the Pendo platform. Collaborate with design leaders to contribute to our Design System for a unified experience. Participate in monthly design reviews.

Standards: Establish and champion content design principles, including technical and UX writing best practices. Develop style guides and implement processes for creating and managing high-quality content, including a "continuous documentation" approach using Jira.

Employment History



Citrix | Senior Information Developer

November 2020 to February 2022



Featurespace | UX Researcher and Designer

March 2019 to November 2020



University of Cambridge Information Services | UX Researcher

June 2017 to February 2019



Africa's Voices Foundation (AVF) | Researcher & Visiting Fellow

January 2016 to March 2017



University of Cambridge Computer Lab | Research Associate

October 2013 to November 2015



Abertay University | Teaching Assistant (part time)

May 2011 to May 2013



NCR R&D | Usability Research Assistant (part time)

May 2010 to May 2013

- Information about each of these positions is available upon request in a more detailed CV.