

# Dr Jeunese Payne

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I am an **information developer** 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 would like 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 in the world of technology by synthesising and conveying information to help users accomplish their goals.

## 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
- VSCode
- Markdown (GFM)
- BitBucket
- Zendesk
- Basic HTML and CSS
- Google Docs editors
- Microsoft Office suite
- Overleaf (LaTeX editor)

I am also familiar with UX and design tools, including Figma, Sketch, Adobe products, 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 | Lead Technical Writer

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

**Documentation:** Maintain accurate, organised, and effective documentation aligned with releases and updates. Revise documentation based on input from PMs, engineers, customer-facing teams, and users to maximise customer success. Create visual aids to communicate technical and abstract concepts and processes.

**Content Strategy:** Conduct research to inform content based on user behaviours, needs, and pain points. Collaborate cross-functionally to structure content around the customer journey. Ensure that informational and instructional content is presented within a robust information architecture that makes sense to the user.

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

**Standards:** Champion content design principles for writing high-quality, accessible content, including developing style guides for technical and UX writing. Advocate for treating documentation as part of the product and implement supporting processes, 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.