

Dr Jeunese Payne

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Key Competencies

Information Experience (IX)

- Product and process documentation
- Content strategy and design
- UX writing and UI review
- Information architecture (IA)
- Standards for technical and UX writing

Research and Analysis

- Survey design and analysis
- Thematic and content analysis
- Grounded theory
- Statistical analysis
- NPS analysis
- Interviews and contextual inquiries
- Workshops and focus groups

User Experience (UX) Methods

- Usability testing
- Heuristic evaluation
- Use cases and scenarios
- Experience and journey mapping

Tools

Project Management and Collaboration

- Atlassian (Jira, Confluence, Trello)
- Miro
- Pendo
- YouTrack

Content Editing and Management

- VSCoed to edit Markdown files in GFM
- BitBucket for docs-as-code process
- Zendesk, including basic HTML and CSS
- Google Docs editors
- Microsoft Office suite
- Overleaf (LaTeX editor)
- Snagit
- Wix

UX Design

- Figma for collaboration with designers
- UXPressia
- Basic ability to use Adobe design tools
- Familiarity with Sketch

Research and Analysis

- IBM SPSS
- Qualtrics
- Optimal Workshop

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 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 in the world of technology to help users accomplish their goals.

Personal 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: I write and maintain accurate, organised, and effective documentation aligned with releases and updates. I revise this documentation based on input from PMs, engineers, customer-facing teams, and users to maximise customer success. I also create visual aids to communicate technical and abstract concepts and processes.

Content Strategy: I conduct research to inform content based on user behaviours, needs, and pain points. I collaborate cross-functionally to structure this content around the customer journey. I also work to ensure that informational and instructional content is presented within a robust information architecture that makes sense to the user.

Standards: I champion content design principles for writing high-quality, accessible content, including developing style guides for technical and UX writing. I also advocate for treating documentation as part of the product, and I have implemented supporting processes, including a "continuous documentation" approach using Jira.

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

Feedback from Pendo Colleagues

Senior PM: "A huge thanks to Jeunese for her support of two near-simultaneous product launches in SCIM and Data Sync. Onboarding and configuration for both are quite complex and involve bouncing between third-party apps [...] but at every turn we've had the exact docs we need exactly when we need them."

Senior CS Engineer: "Jeunese is a trusted partner and skilled writer/communicator. She is able to balance being extremely detail-oriented while staying focused on the larger problem/goal."

Senior Software Engineer: "Jeunese's work on refining the standard set of rules for technical documentation has greatly impacted the quality and consistency [...] She works hard to understand not just the article we're currently working on, but also how it fits in the overall context."

Senior ProdOps Manager: "Jeunese has been a source of calm and consistent progress, even when the product team is short on time or resources to collaborate on content. She has managed with sometimes minimal information to get the answers she needs & create comprehensive content."

Senior Director of Customer Education: "Jeunese's comprehensive approach to planning, building, and writing documentation is a model for the team. [...] Her focus and skills have significantly improved the overall quality of our documentation."

Employment History

Citrix | Senior Information Developer

November 2020 to February 2022

Managed release documentation within a docs-as-code framework; adhered to the Microsoft Style Guide and Citrix brand standards, passing automatic checks and peer review. Restructured content around the technical workflow for admin users. Engaged in UI content development and review for products that I wrote the documentation for.

Featurespace | UX Researcher and Designer

March 2019 to November 2020

Contributed to the design of features in ARIC — an ML platform for monitoring financial crime. Documented business goals to create alignment in an Agile environment and edited process documents. Identified internal pain points with company software. Conducted usability analysis of customer-facing functionality.

University of Cambridge Information Services | UX and Design Researcher

June 2017 to February 2019

Wrote, edited, and reviewed digital content. Designed, planned, and conducted discovery research and UI testing to inform content design decisions. Specified standards and methods based on user-centred design and good research practice.

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

January 2016 to March 2017

Led a research project for a social change media organisation in Kenya. Extracted insights from text messages and social media, which involved developing systems for labelling and organising content; assisted in subsequent reports and presentations. Additionally, helped implement studies on a range of topics, including vaccination, reproductive and maternal health, and governance. Assessed bespoke systems for exploring textual data. Mentored students and new researchers. Created video tutorials, user manuals, and blog posts.

University of Cambridge Computer Lab | Postgraduate Research Associate

October 2013 to November 2015

Led interviews and usability studies of an authentication device. Defined user models and wrote instructional text for a resulting authentication app. Wrote, edited, and reviewed conference papers, blog posts, presentations, and user manuals. Engaged in academic collaboration, co-supervised an MPhil student and summer intern, and ran tutorials ("supervisions") for undergraduate HCI and Psychology students.

Abertay University | Teaching Assistant (part time)

May 2011 to May 2013

Ran tutorials for undergraduate students on introductory, biological, evolutionary, and social Psychology, assisted in research methods classes, and delivered lectures on social influence and experimental design. Marked and gave feedback on exams and essays.

NCR R&D | Research Assistant (part time)

May 2010 to May 2013

Designed and carried out research on the usability of self-service checkouts, conducted quantitative and qualitative analyses, and published research; presented and justified this research to NCR staff and clients, and to academic peers.

Education

Abertay University, Dundee

PhD: Applied Psychology in HCI (2014)

Fully funded scholarship from NCR, completed within 3 years.

BSc Psychology, 1st Class Honours (2010)

Passed with distinction each year and graduated top of my class.

Grants and Awards

Vacation Scholarship, Carnegie Trust (2010)

Funding to conduct research over the summer, awarded to high-performing students in their final or penultimate undergraduate year.

BPS Undergraduate Award, Abertay (2010)

Awarded to a high-performing student in their honours year of BSc Psychology and deemed the best student overall.

British Graduate 100, Financial Times (2010)

Awarded to 100 outstanding graduates across the UK, shortlisted from over 13,000 students. I was in the top 10 for the Social Sciences & Humanities category.

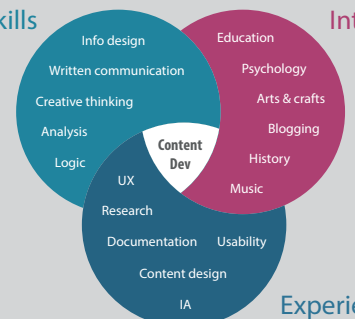
Blackwell's Book Prize, Abertay (2009)

Awarded to a 3rd-year student achieving high performance and deemed the best student overall from BSc Behavioural Sciences, BA Social Science, and BSc Psychology.

Training

- Pendo Digital Adoption
- Whole Product Launch
- Product-led Certification
- Interviewing at Pendo
- Product Engagement Score (PES)
- Pendo Analytics
- Pendo Essentials
- Yellow Belt Ninja Security Training (Citrix)
- Post Graduates who Teach (PGWT)

Skills



Interests

Experience