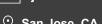
Josh Wanamaker



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Principal/Lead UX writer and Content Strategist for Fortune 50 clients and above. I specialize in UX, content strategy, microcopy, corporate ID, voice & tone, and the creation of style guides, design systems & knowledge bases. I've been in UX for 7 years, tech writing for 11, and I've filled various editorial roles since 2006. I've worked in the tech, video game, journalism, insurance, and FinTech industries.

Skills

- UI & UX Writing
- Content Design / Strategy
- Figma / Invision
- Style Guides
- Design Systems
- Knowledge Bases
- Microcopy / Messaging / Content
- MS Office / Google Suite
- Photoshop / Illustrator / InDesign
- Zeroheight
- DBM / CMS
- Windows / OS X • HTML / XML
- Android / iOS Confluence

Experience

Lead UX Writer - Google Fiber

May 2022 - Nov 2023

- Principle stakeholder for all copy across Google Fiber's mobile app, web portal, and customer acquisition flow.
- Wrote general content, microcopy, messaging, onboarding copy, and technical docs for all Google Fiber platforms, from prototype-stage to General Availability release.
- Worked with designers to write and update copy using Figma prototypes and integrated plugins with Google Sheets.
- Constant cross-team collaboration with stakeholders and PMs in UX, Eng. Legal, Brand, and Research.

Lead Content Designer - Alight Solutions

Oct 2021 - Apr 2022

- Senior Content Designer for the Alight Design System (ADS).
- Wrote a comprehensive style guide to govern voice & tone, grammar, accessibility, etc of the ADS documentation.
- Built the ADS knowledge base within the Zeroheight CMS. Used Figma to produce component reference examples.

Lead Content Designer - Microsoft

Apr 2021 - Jun 2021

- Senior Content Designer for Microsoft D365 Connected Store, a retail-focused observational-AI service.
- Managed all written Connected Store content, including microcopy, terminology, and messaging.
- Developed content plans for team adoption of term use, user-education materials, and video tutorials.

Lead UX Writer / Content Strategist - RMS - Risk Management Solutions

Oct 2019 - Dec 2020

- Designed, wrote, and implemented a comprehensive style guide resulting in a complete overhaul of all corporate copy.
- Content Lead for new underwriting app TreatyIQ. Planned and wrote all app content (microcopy, messaging, etc).
- Led a team of tech writers to produce a 100-page, 14,000+ word user documentation guide for TreatyIQ.
- Spearheaded In-App Content feature for TreatyIQ. Wrote 300+ microcopy items to be incorporated into the system.

Tech Writer / Content Strategist - Uber

Dec 2018 - May 2019

- Wrote 100+ support articles for Uber's internal knowledge base, built on Confluence.
- Wrote scripts and created story-boards for internal training videos.

UX Writer / Tech Writer - Vitei Backroom (Kyoto)

Jan 2017 - Feb 2018

- Wrote VR and AR-focused documentation for developers and administrative staff.
- Designed a corporate-focused style guide for internal documentation formatting rules.
- Collaborated with developers, designers, and marketing stakeholders to produce UX content for public audiences.

Enterprise Tech Writer - Google

Feb 2016 - Sep 2016

- Wrote 200+ Administrator and Enterprise help center articles to match established style and useability guidelines.
- Wrote Trusted Tester instructional documentation and help center content for Google Docs / Gmail / Drive launches.
- Worked remotely; collaborated with dev teams for Google Enterprise Apps products in almost every timezone.

Tech Writer - Nest

Oct 2015 - Feb 2016

- Wrote **100+** public-facing help center **support articles** for the Nest consumer support site.
- Copy-Editor for team, proofing material for consistent voice usage and proper application of the Nest style guide.
- Contributed to consumer-level support article planning for Nest hardware and software product releases.
- Tracked issues and article revision requests with **JIRA** and Google's proprietary tracking software.

Digital Marketing Manager - Hewlett Packard Enterprise

Feb 2015 - June 2015

- Performed detailed traffic and KPI metric analyses for HP Software's IT Expert Community blogs.
- Drove awareness for HP Software products by creating editorial blogging plans for 200 bloggers and 24 blogs.
- Provided HP employees with metrics-tracking documentation for blogging and community engagement efforts.

Senior Tech Writer - Google [x]

Jul 2013 - Feb 2014

- Senior Tech Writer for team. Created an internal wiki knowledge base for team operations efforts.
- Built a comprehensive style guide for docs and article formatting, including art assets in Adobe Illustrator and Photoshop.
- Wrote 200+ docs and wiki articles, including training material for onboarding, software manuals and developer API content.
- Project was a machine learning prototype, Docs covered the integration of natural responses into the Google Assistant AI.

Tech Writer - Google

Feb 2013 - July 2013

- Tech Writer for Glass team Wrote instructional documentation for Salesforce backend and Glass hardware.
- **Community Manager** to Glass early adopter forum; assisted with **social media** coverage.
- Provided Tier 2 technical support to Google Glass early adopters and developers.
- **Sold** Glass to early adopters during Google's initial sales period via **Salesforce** and a **Chase** backend.

References

Provided on request.

Extracurricular Interests

Video Games

Virtual Reality

Travel

- Anime / Japanese Culture
- Board Games (D&D)
- Reading

- Creative Writing
- Twitch Streaming
- Cooking

- Language Studies
- Industial Design
- 3D Printing DIY Projects

- PC System Building Fitness

Education

Bachelor of Science - Art Institute of California, San Francisco

2008

Major in Interactive Media Design - Minor in Journalism



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joshwanamaker.com

