

NATHAN BARBARICK

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MISSION

Creative and analytical writer and editor using clear communication and sophisticated publishing tools to help build the bridge between people and technology.

WORK

UX Technical Writer: City of Portland - Bureau of Technology Services - 08/2024 - present

- Designing, developing, and delivering content strategy for complex municipal service websites, intranet sites, and product documentation for internal technical audiences and public nontechnical audiences
- Writing human-centered, plain-language diátaxis documentation, UX content, and marketing communications on behalf of the City's Digital Services group, including how-to articles, service blueprints, and news items
- Collaborating with product managers, UX strategists, developers, and business solution groups to implement new product features and supportive documentation in written and visual form

Contract Technical Writer: Bridge Editorial Services - remote - 3/2021 - 08/2024

- Interviewing developers, designers, maintainers, and product owners in Agile environments to plan, research, write, and publish accessible, customer-centric docs for technical and nontechnical audiences
- Writing and architecting hundreds of topics, help articles, tutorials, UI strings, and release notes for international SaaS companies, open source projects, an IT department, and a public technology lab
- Developing, testing, maintaining, and improving publishing toolchains, pipelines, processes, and web interfaces with traditional and AI technologies; creating, maintaining, and updating style guide standards

QA Editor: Epiq Global - remote - 9/2016 - 3/2021

- QA tested dynamic legal document and payment designs in service of high-profile court orders
- Designed, developed, and maintained websites and training content for a team of 20+ developers and quality analysts to report, document, and train within and between departments
- Interviewed SMEs to create and update technical help documentation in the form of web tutorials, SOPs, and instructional videos for developers, project managers, and lawyers

Books Editor: Hallmark Cards - Kansas City, MO - 5/2012 - 10/2014

- Conceived, pitched, edited, and wrote hundreds of storybooks, nonfiction books, and audio scripts using emerging tech, e.g., voice recognition, QR codes, touch sensors, RF scanners, smart toys
- Served as producer for complex narrative products, selecting and directing voiceover talent and supervising audio scripts for major licensed properties (e.g., Disney, A&E, Warner Bros.)
- Crafted scripts and specs for sound and hardware engineers, promotional materials for marketing and packaging, instructional materials and product copy for end users of print books, multimedia, and soft goods

TECHNOLOGIES

- Content: Git, Markdown, docs-as-code, AI RAG, Drupal, Jekyll, Docusaurus, Jira, MkDocs, Netlify, Confluence, Heretto, GitHub, GitLab, wikis, Flare, Pandoc, Swagger, Stoplight, API documentation
- Code: JavaScript, Node.js, Python, HTML, CSS, DITA, XML, YAML
- Sight: Figma, Miro, Draw.io, OBS, Photoshop, GIMP, InDesign, Adobe Suite
- Sound: GarageBand, Audition, Reaper, Audacity
- Server: RaspberryPi, Proxmox, Docker, OpenMediaVault, Syncthing, Tailscale

SCHOOL

- Master of Science - Technical Writing - Portland State University - 2023
- Master of Fine Arts - Fiction Writing - University of Kansas - 2011
- Bachelor's - English - University of Kansas - 2006

VOLUNTEERING

- Open Documentation Academy - Contributor - 2023 - present
- Portland Neighborhood Emergency Team - Active NET - 2024 - present
- Write the Docs PDX - Chapter Organizer - 2023 - present