Hannah Bailey

Technical Writer · UX Writer · Content Designer

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SUMMARY

Technical writer, UX writer and content designer with 7+ years of experience owning end-to-end documentation for complex cloud-based SaaS platforms. Specializes in Help Center architecture, developer-adjacent documentation, onboarding content, and UX writing that reduces friction and drives product adoption. Proven ability to translate intricate system behavior into clear, structured content for both technical and non-technical audiences. Strong cross-functional collaborator in Agile environments, partnering with engineering, product, design, and compliance teams to deliver accurate, user-centered content under tight release cycles.

CORE SKILLS

Writing & Content	Technical Writing, UX Writing, Content Strategy, Information Architecture, Taxonomy & Metadata, Documentation Architecture, Style Guide Development, Voice & Tone, Copyediting
Tools & Platforms	Heretto (CMS), DITA, SharePoint, Jira, GitHub, Pendo, Sigma, Figma, FigJam, Camtasia, Videate, Google Analytics, Affinity Suite
Documentation	API Documentation, Help Center Management, Onboarding Flows, Knowledge Bases, Release Notes, Integration Guides, In-App Guidance, Document & Records Management
Process	Agile Methodology, Cross-Functional Collaboration, SME Interviewing, Content Auditing, Content Governance, Analytics-Driven Optimization, AI-Assisted Workflows

EXPERIENCE

Documentation and Information Management Specialist

JAN 2026 – PRESENT

Drs. Bruce and Lee Foundation · Florence, SC, hybrid

- Designed and implemented a centralized SharePoint document management system for more than 30 years of organizational records.
- Developed the information architecture, taxonomy, metadata, naming conventions, and organizational standards that turned a large, fragmented archive into a structured, searchable digital resource.
- Audited, categorized, and organized historical records across physical and digital formats, establishing documentation workflows and standards to improve accessibility, retrieval, consistency, and long-term records management.
- Edited and refined grant documentation and supporting materials.

Senior UX Writer

DEC 2023 – DEC 2025

ACS Technologies · Remote

- Led documentation and UX content strategy for multi-product cloud SaaS platforms, owning 100% of Help Center content for Go Method and Growth Method products.
- Drove information architecture, article structure, and topic metadata across both product Help Centers, defining scalable content frameworks for long-term maintainability.
- Wrote UX copy for onboarding flows, modals, tooltips, error states, and feature launches, contributing to improved task completion and user adoption.
- Partnered with engineering, product, design, legal, and compliance teams to deliver accurate, user-centered content under tight Agile release cycles.
- Used Pendo analytics and user behavior data to evaluate documentation effectiveness, iterating to improve clarity, engagement, and usability.
- Spearheaded revamp of video production processes, implementing AI-based video tools (Videate) and training colleagues on new workflows.
- Mentored cross-functional partners in UX writing and documentation best practices, establishing consistent content patterns and voice and tone standards.
- Collaborated cross-functionally to develop onboarding documentation for a mission trip platform, significantly improving user experience and internal team workflows.

Junior UX Writer

AUG 2021 – DEC 2023

ACS Technologies · Remote

- Transitioned from technical writing into UX content, shaping in-product copy and documentation strategy for complex SaaS platforms.
- Authored onboarding flows, modals, tooltips, and error states to reduce user friction and improve self-serve adoption.
- Conducted workflow analysis to align content with user journeys and product goals across multiple product lines.
- Collaborated with product, engineering, and design teams in Agile sprints to deliver clear, user-centered content at scale.
- Performed regular content audits for accuracy, consistency, and alignment with evolving system behavior.

Technical Writer

JAN 2019 – AUG 2021

ACS Technologies · Florence, SC, remote

- Authored and maintained technical documentation for cloud-based SaaS products, including Help Center articles, integration guides, and feature-level content.
- Led instructional video production using Camtasia, establishing production guidelines, creating video graphics and thumbnails, and training team members on video workflows.
- Partnered with engineers and product managers to translate complex system behavior into accessible, structured documentation.
- Maintained and versioned documentation across frequent product releases, ensuring content accuracy amid rapid development cycles.

Technical Writing Intern

JUL 2018 – JAN 2019

ACS Technologies

- Supported documentation and video production for SaaS products during a hands-on internship that led directly to a full-time position.
- Created instructional videos using Camtasia and assisted with Help Center content development.
- Developed foundational skills in structured documentation, editorial processes, and cross-functional collaboration within a professional content team.

SELECTED PROJECT

Integrating DocuSign with Go Method

ACS Technologies

- Identified gap in customer self-service for DocuSign integration setup, which was driving support ticket volume and inconsistent adoption.
- Collaborated with engineering and product SMEs to map the integration workflow, then authored a comprehensive step-by-step guide for administrators.
- Reduced support inquiries, provided a scalable reference for internal teams, and established a reusable template for future integration documentation.

EDUCATION

Francis Marion University

2014 – 2018

Florence, SC

Bachelor of Arts, Professional, Technical, Business & Scientific Writing

- Assisting Editor, Snow Island Review Journal — reviewed, selected and edited literary submissions for the university's annual literary journal.
- Peer Writing Tutor, English Department.
- Student Government Association (SGA) Member.