

Expertise

Soft Skills

- Content Strategy
- Cross-functionality
- Project Management
- Communication
- User-Centered Design
- Attention to Detail

Technical Skills

- Markdown
- DITA/XML
- Figma
- Git(Hub)
- REST
- HTML & CSS

Mark Boeckenstedt

 *BOCK-instead*

[Website](#) [LinkedIn](#)

*Empowering and delighting end-users
with technical documentation
designed to be accessible,
approachable, and educational*

Experience

[CreateASoft, Inc.](#) *Technical Writer & Content Designer*

2021 - Present

- Developed clear & accessible documentation for a broad audience of SaaS enterprise application end-users, including product guides, tutorials, and in-product help content
- Designed digital content layouts and infographics in Figma to introduce technical concepts to prospective users with plain language and user-centered design principles
- Collaborated cross-functionally with Engineering, Product, Sales, and Marketing teams to ensure documentation accuracy and support painless product adoption
- Generated clear, concise, and friendly microcopy to ensure seamless and intuitive user experience across a global base of over 10,000 end-users in a broad range of industries
- Simplified technical concepts with approachable language across website copy, product documentation, and UI text to enhance usability and understanding of SaaS products
- Established content guidelines and standards, introducing single-source documentation methods that streamlined content production and improved scalability
- Managed simultaneous deliverables and variable deadlines in an Agile environment, ensuring high standards of quality, accuracy, and timely completion
- Published white papers, software release notes, case studies, and blog posts to strengthen company voice and presence in a competitive & emerging software market
- Led workshops, training courses, and public speaking engagements for internal teams and external clients to foster understanding of new features, product use cases, and industry standards

Education

[DePaul University](#) *Bachelor of Arts: [Writing, Rhetoric, & Discourse](#)*

[Actualize Coding Bootcamp](#) *Certificate: Full-Stack Software Development*

[Oregon State University](#) *Certificate: Technical Writing*