

# Andrew Gospe

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## ABOUT

Versatile writer and editor who excels at solving problems related to language and communication. Has a history of delivering complex projects on deadline in technical and editorial roles.

## SKILLS AND EXPERTISE

- UX writing
- Content management
- Documentation
- Technical writing
- User research
- Agile methodology
- Copywriting
- PowerBI
- HTML, CSS, XML

## RELATED EXPERIENCE

**Avalara** September 2018–January 2023

### UX writer

- Writes clear, simple UI text and help articles for the customer account experience at an enterprise sales-tax compliance company.
- Led company-wide efforts to redefine the user experience for onboarding in Avalara's tax software.
- Conducts user research to drive content strategy and advocate for customers.
- Analyzes and draws insights from customer-support data to remedy customer pain points and improve content experience.
- Works with developers, UX designers, and project managers in an Agile environment, tracking user impact across development cycles.
- Modernized style guide to make the language in help articles friendlier and more accessible to customers.

**Microsoft** August 2017–September 2018

### Writer, content experience (contract)

- Helped guide editorial strategy across two major software releases as the primary writer for consumer content on Windows installation, activation, and update.
- Wrote articles that answered customer questions about Windows features and apps, Xbox, and mixed reality.
- Drove the editorial process across teams—project managers, subject-matter experts, customer-support agents—to create clear, concise, customer-focused support content.
- Managed content for Windows update history, editing and building navigations for highly technical release note pages.
- Synthesized and distilled complex technical topics to their essentials, ensuring customers get the information they need.

**Ingeniux Corporation** June 2012–September 2016

### Technical writer and editor

- Was promoted to head of the editorial department at an enterprise content management software company within a year after starting as a contractor.
- Wrote, edited, and managed all documentation, customer-support articles, and training materials.
- Constructively edited developers and project managers, helping improve their writing.
- Conceptualized and built out content for an online documentation repository, editing, rewriting, and organizing print documentation to turn it into easily accessible, topic-based online content.
- Wrote the company's first style guide for technical communications.
- Wrote scripts for customer-training videos and assisted in video production.
- Crafted developer-focused support content and API documentation that guided developers to extend and build on Ingeniux's CMS platform. Documented code in C#, ASP.NET, JavaScript, XSLT, and more.

**Freelance writer** *March 2011–Present*

- Frequently published in local and national publications, including *Rolling Stone*, *The Seattle Times*, and *The Stranger*.
- Bylines vary from features to reviews and criticism, selected for assignments from among dozens of Seattle writers.
- Wrote a popular *Seattle Times* music column, “Your week in Seattle music,” for more than two years, offering readers an original, thoughtful take on the full spectrum of the city’s live music each week.
- Reviews and interviews artists like Drake, Arcade Fire, Odesza, and Kendrick Lamar.

**EDUCATION**

**University of Washington**, Seattle, WA *August 2012*

B.A., English Language and Literature, Magna Cum Laude