

Adam Pugsley

Technical writer, editor, & information architect

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About Me

Poorly written docs are a headache. I can help you to improve your docs strategy and eliminate the confusion, leading to satisfied clients, accessible information, and less time spent on training and customer support.

Experience

Okta, Toronto - *Technical Writer*

April 2025 - *Current*

Dominion Voting Systems, Toronto - *Technical Writer*

March 2023 - April 2025

- Pitched and led a content migration from FrameMaker to Paligo, improving workflows to take advantage of structured authoring in XML.
- Created and maintained user guides and installation docs for software products in support of federal certifications.
- Edited existing documentation to improve the structure, accuracy, and usability.
- Worked closely with product owners, QA, and developers.
- Provided on-site technical election support.

Privacera (Remote) - *Technical Editor & Information Architect*

June 2022 - February 2023

- Spearheaded a re-architecture project to make Privacera's docs site more accessible, organized, and easier to navigate.
- Improved the XML structure of source documents and identified opportunities to single-source content.
- Worked closely with technical writers as an editor, leading to more clearly written topics.

Tulip.io (Remote) - *Content Designer*

Jan 2022 - April 2022

- Wrote technical software documentation for Tulip's online help site, working with product owners and UX designers.
- Wrote a *Getting Started* guide for Clienteling, a retail iOS app, as well as configuration guides for other Tulip apps.
- Worked with GitLab, Markdown, and the static-site generator Hugo.

Core Competencies

Technical writing

Technical editing

Information architecture

Content Design

Project management

Structured Authoring

Docs-as-code

Instructional Design

Web design

Online user assistance

Content strategy

Software Skills

Git

Paligo

MadCap Flare

HTML & CSS

Markdown

SnagIt

Adobe FrameMaker

Adobe InDesign

Adobe RoboHelp

Adobe XD

VS Code

XML

Experience (Continued)

Wordnik (Remote) - *Technical Editor*

May 2022 - July 2022

- Translated XML documents to Markdown.
- Edited content for grammar and clarity.

The Excalibur, York University - *Contributing Writer*

2017

Chart Attack, Toronto — *Music Journalist*

2016

BlogTO, Toronto — *Content Writer*

2016

Evolve Camps, Toronto - *Web Content Writer*

2016

Rotman Research Institute (Baycrest), Toronto - *Honours Thesis*

Research Student

July 2019 - March 2020

Shift Transit/Bike Share Toronto, Toronto — *Field Mechanic*

October 2020 - August 2021

Certifications & Awards

Certified Professional
Technical Communicator
(CPTC)

York University Continuing
Student Scholarship

Durham Region Chairman's
Award Scholarship

**References available upon
request.**

Education

Seneca College, Toronto — *Graduate Certificate, Technical Communications*

May - December 2021

York University, Toronto — *Honours BA in Cognitive Science*

2015-2020

Durham College, Oshawa — *Sports Administration*

2013-2015