

Kristin Robinett

SKILLS

DITA
Oxygen XML Editor
Alation
Jira
Rally
Figma
Adobe XD
GitHub
WordPress
HTML

EDUCATION

M.S. Technical Communication
North Carolina State University
Raleigh, NC

B.S. Psychology
Second Major, Spanish
University of North Carolina
Chapel Hill, NC

Google UX Design Professional Certificate
Certified Data Steward

INVOLVEMENT

Triangle User Experience Professionals Association
Member, 2019–present

Society for Technical Communication
Member, 2018–2025
Blog Contributor, 2020

English Graduate Peer Mentoring Program, NC State University
Mentor, 2020–2021

Technical Communication Association,
NC State University
Treasurer, 2020
Member, 2018–2021

EXPERIENCE

IT Business Analyst | Nov. 2024–present
Truist | Raleigh, NC

- Prepare instructional job aids for internal tools
- Lead live training events for internal tools
- Define feature requirements for internal tools based on stakeholder use cases
- Develop processes and procedures in an ambiguous environment

Research Analyst | Aug. 2022–Nov. 2024
Truist | Raleigh, NC

- Wrote and edited product documentation for technical and non-technical readers
- Composed error messages, labels, and other UI microcopy
- Establish product voice guidelines

Technical Writer | Mar. 2021–Aug. 2022
Zaloni | Research Triangle Park, NC

- Wrote and edited product documentation
- Performed research to understand customer needs and industry concepts
- Introduced underutilized features of authoring tool to improve efficiency

Technical Writer | Sep. 2020–Mar. 2021
Durham County | Durham, NC

- Created documentation for IT service desk, including how-tos, user guides, and SOPs
- Revised existing documentation to improve quality, relevance, and usability
- Established and enforced style guidelines and standards

Technical Writer | Jun. 2019–Mar. 2020
North Carolina State University | Raleigh, NC

- Wrote instructional and reference articles for IT service desk technicians and end users

Patent Paralegal | April 2010–August 2018
Moore & Van Allen PLLC | Morrisville, NC

- Composed communications to clients, associates, and U.S. Patent and Trademark Office