

Kristin Robinett

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SKILLS

DITA
Oxygen XML Editor
Jira
Bitbucket
Figma
Adobe XD
Snagit
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

INVOLVEMENT

Society for Technical Communication

Member, 2018–present
Blog Contributor, 2020

Triangle User Experience Professionals Association

Member, 2019–present

English Graduate Peer Mentoring Program, NC State University

Mentor, 2020–2021

Technical Communication Association, NC State University

Treasurer, 2020
Member, 2018–2021

EXPERIENCE

Research Analyst Aug. 2022–present

Truist Raleigh, NC

- Write and edit product documentation for technical and non-technical readers
- Create in-app guides for onboarding users
- Compose error messages, labels, and other UI microcopy
- Establish product voice guidelines
- Define feature requirements for third-party tools based on stakeholder use cases

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
- Contributed to company-wide writing handbook
- Researched and implemented new 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
- Reviewed and edited article library to ensure accurate, updated content

Patent Paralegal April 2010–August 2018

Moore & Van Allen PLLC Morrisville, NC

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