



MARÍA MALLORQUÍN

CONTENT DESIGN AND PROJECT
MANAGEMENT

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I'm an advocate for UX Design and Project Management. I shape documentation systems that are simple, useful, efficient, and help users achieve their goals. Working with the best representatives of each field, I develop documentation architectures and content that take Internationalization and privacy into account ensuring that they work cross server, cloud, and mobile environments.

SKILLS

Project Management	● ● ● ● ●
UX Technical Writing	● ● ● ● ●
Information Architecture	● ● ● ● ●
API Tech Writing	● ● ● ● ●
Agile methodologies	● ● ● ● ●
Internationalization	● ● ● ● ●

EXPERIENCE

API/UX Senior Technical Writer, *May 2015 - Present*
Atlassian

I own several documentation spaces across the organization and work closely with designers, analysts developers, and product managers to create a truly great user experience for our docs.

I manage a variety of projects and experiments related to growth, quality and documentation performance.



Atlassian comprises multiple teams working across products. From UI instructions to integrations and API documentation. Throughout the years I've managed to drive projects to completion in all the different moving parts of this great company as well as mentoring and growing new hires into effective professionals.

Some of the products I've worked for are:

Jira Cloud, Jira Server, Jira Ops, Jira Portfolio, Bitbucket, Statuspage, Opsgenie, and Internal teams such as Developer Docs and Atlassian,

Research and Insights

Part of my job consists of understanding the user needs to provide with the best documentation strategy for the different cases. For this, I've partnered with analysts and support agents to develop research systems that can provide the writing team with data to improve the quality and effectiveness of both internal and external documentation.

Program Management

Part of my duties as a senior at Atlassian implies having to work as a Program Manager defining business needs, strategic planning, risk assessment for a variety of internal teams as well as negotiating project dependencies with different stakeholders.

Training materials

I've been lucky enough to work with some of the best people in the industry and that has allowed me to gain plenty of insights on a variety of topics. I've been lucky enough to pour this knowledge into the Atlassian playbook where anyone can learn about project management methodologies, team engagement plays as well as incident resolution and best practices.

API/UX Technical Writer, Gemalto

Nov 2012 - May 2015

During this period, I designed and implemented a whole documentation system followed by procedural and quality measurements that are still being used., I also designed the strategy to maintain the company's knowledge heart. We called it "The Knowledge Center".

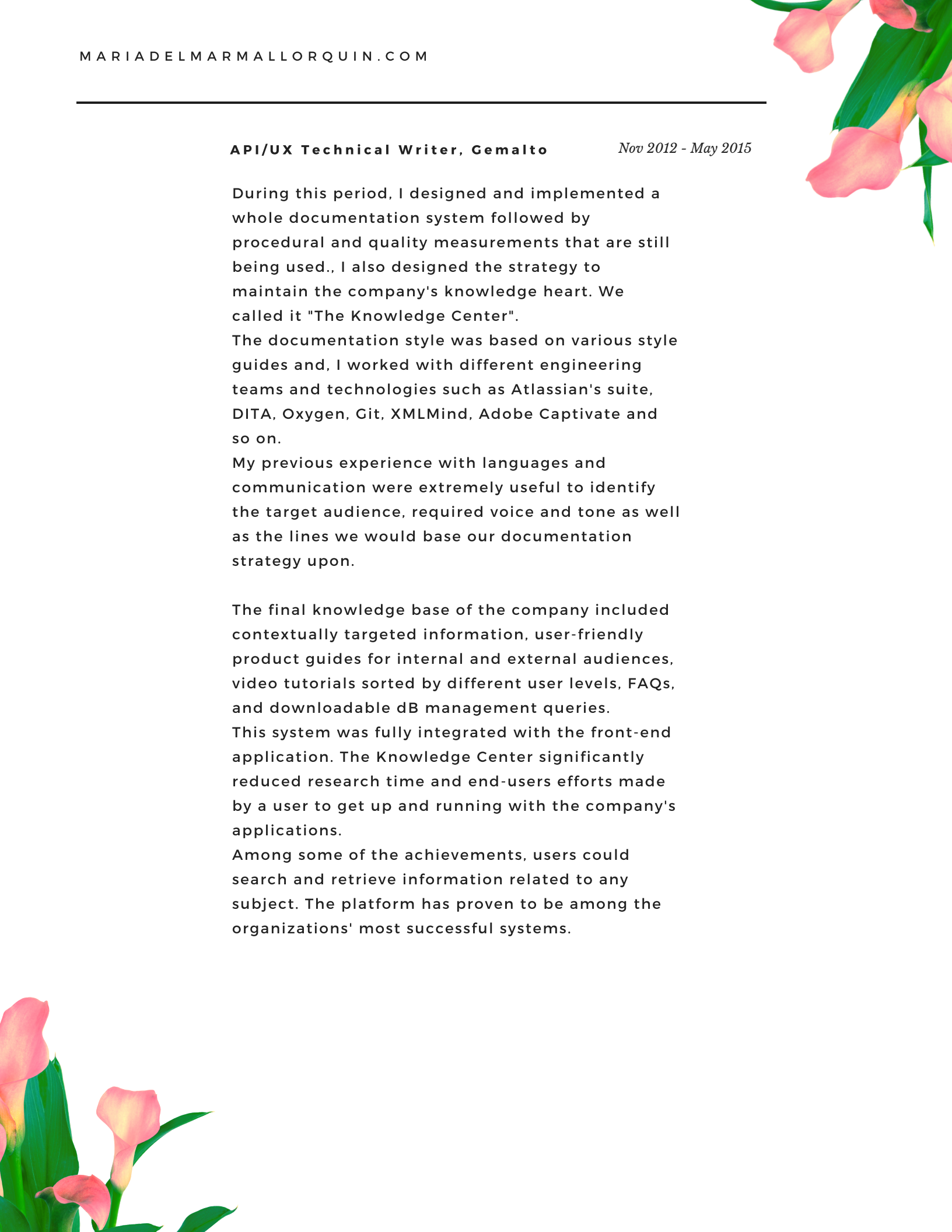
The documentation style was based on various style guides and, I worked with different engineering teams and technologies such as Atlassian's suite, DITA, Oxygen, Git, XMLMind, Adobe Captivate and so on.

My previous experience with languages and communication were extremely useful to identify the target audience, required voice and tone as well as the lines we would base our documentation strategy upon.

The final knowledge base of the company included contextually targeted information, user-friendly product guides for internal and external audiences, video tutorials sorted by different user levels, FAQs, and downloadable dB management queries.

This system was fully integrated with the front-end application. The Knowledge Center significantly reduced research time and end-users efforts made by a user to get up and running with the company's applications.

Among some of the achievements, users could search and retrieve information related to any subject. The platform has proven to be among the organizations' most successful systems.



Beta tester, Swiss Mobility Solutions *Nov 2011 - Nov 2012*

As a beta tester, I was responsible for testing the last stages of development before the products were released to the public. I worked embedded in the development team monitoring quality parameters as well as designing new ways to improve best practices efficiency and User Experience.

Marketing Assistant
Azud Irrigation Systems

June 2011 - October 2011

I had the opportunity to learn a lot from the different duties within a big marketing department. During this time I worked on the following assignments:

- Sales schedule management
 - Company website and blog maintenance
 - Clients research
 - Competitors analysis
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EDUCATION

Technical Writing Certificate, Berkeley University of California (USA), 2012

Master of Business Administration, EEN, 2010-2011

Master's Degree in Translation and Interpreting, University of Granada(Spain), 2005-2010

-C2 German

-C2 English

-C1 Chinese

-B1 Russian

Master's Degree in History and Archaeology, University of Burgos, (Spain) 2016 - present

LANGUAGES

German

A2 - German Language, Goethe Institut Granada (Spain)

B1 - German Language, Goethe Institut Rothenburg ob der Tauber (Germany)

C2 - German - Spanish Translation, University of Innsbruck, Austria

English

A2 English Language, Rendcomb College Cirencester (England)

B1 English Language, Shamrock School Dublin (Ireland)
IELTS 2015

Spanish

Native speaker

Chinese

A2 - University of Granada

SOFTWARE EDUCATION

- CS50 Introduction to Computer Science through C, edX, Harvard.
 - CS101 Introduction to Computer Science through Python, Udacity, Virginia Tech
 - HTML and CSS Basics, Codecademy
 - JavaScript Basics, Codecademy
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INTERESTS

- Books and Literature
- Video Games
- Coding
- Archaeology
- History
- Geology
- Triathlon
- Traveling
- Nature
- Science