

Travis Hays

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SUMMARY

Experienced Technical Writer with a background in both user-facing and internal documentation. With a past in both consumer support, I believe communication is essential when developing and designing products, and even more important to the overall user experience.

EXPERIENCE

Technical Writer

Rally Health

September 2016 - Present, Denver, CO

- Created documentation for Rally Health's digital healthcare products including user guides, functional previews, and release notes.
- Strategized with multiple development teams in an Agile environment.
- Provided support for other team members including mentoring, editing, resource management, and planning.

Sr. Consumer Support Representative

Rally Health

January 2016 - September 2016, Denver, CO

- Created and maintained a knowledge base detailing Rally Health's digital products.
- Developed a Quality Assurance system to ensure Rally Health provided the highest level of support provided to their users.
- As part of a team of senior support agents, developed solutions to complex issues reported by users.
- Assisted users with technical issues found while navigating the Rally Health wellness platform.

EDUCATION

General Education

Westminster High School • Westminster, CO • 1995

CERTIFICATIONS

TechComm Fundamentals Bootcamp

Society for Technical Communication • 2018

Certified in the fundamental skills needed to create successful technical communications.

COURSEWORK

Foundations of User Experience Design

Google

Start the UX Design Process: Empathize, Define, and Ideate.

Google • 2021

SKILLS

Microsoft Office

Agile Methodology

Technical Writing

Consumer Support

Content Management

User Documentation