– M E G E N   N E L S O N –

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Portfolio: https://mdnelson.com/

Career Summary

An enthusiastic technical content developer and writer with experience in writing to educate, along with the management of technical documentation, developmental editing, instructional systems design, process design and improvement, graphic design, web development, digital audio and video production, and illustration. An autodidact with the skills and determination to learn whatever needs to be learned to get the job done.

Professional Experience

RQI Partners, Poughkeepsie, NY – Remote
Technical Content Developer/ Technical Writer   **Sep. 2023 – Present**

- Built a Technical Communications team after being hired as sole technical writer
- Initiated creation of the technical education video production pipeline
- Provided customer education by implementing a Help Center using Paligo
- Developed a technical writing style guide based on U.S. government standards
- Implemented Standard Operating Procedures where none had previously existed
- Forged the processes for document reviews of release notes, technical documentation, technical video education, and more
- Managed reviews for and wrote platform release notes by interfacing with the product management team and the development teams
- Forged lines of communication between disparate asynchronous teams—half of which worked from India

RGNext, Cape Canaveral Space Force Station, FL – Hybrid
Data Manager Team Lead /Technical Editor   **Dec. 2018 – Sep. 2023**

- Used multiple writing style guides to help engineers write and edit contract deliverables
- Built Operations Directives for new launch customers on the rocket range
- Ensured documentation stayed up to date with rocket range and government standards
- Managed reviews for Standard Operating Procedures and engineering Instructions, ensuring documentation remained audit-ready
- Ensured team members were qualified and up-to-date on their training initiatives
- Implemented solutions to document quality issues, reducing overall error rates

Sierra Lobo, Kennedy Space Center, FL – On-Site
Contract Technical Writer   **Mar. 2018 – Dec. 2018**

- Created educational videos with motion graphics to educate engineers in using the PLM software Windchill
- Designed an end-to-end study presentation that helped win stakeholder approval of the Orion module recovery test
- Helped write and illustrate a study that allowed engineers to prevent structural failures in the Vehicle Assembly Building

Skills

Web Development/ Content Creation

HTML5 and CSS
Python and JavaScript
XML and PHP
Graphic Design
Video and Audio Editing
2D/3D Animation/Modeling
Motion graphics
Illustration
WordPress
Paligo

Learning Management Systems

Blackboard
Canvas
Moodle

Office/Project Management
Windchill
JIRA, Aha!, Trello, Miro
Confluence
Adobe Experience Manager
SharePoint
Office 365

21st Century Learning Solutions, Oviedo, FL – Hybrid
Instructional Designer/Digital Media Specialist   2014 – Mar. 2018

- Brought hundreds of web courses to launch by building manuscripts into HTML templates, ensuring SCORM content connections, and deploying them on LMSs
- Ensured all courses were thoroughly analyzed for APA academic integrity
- Aligned course content to extremely strict academic accreditation standards down to every learning objective
- Created interactive webcourse content with Adobe Captivate
- Illustrated video content and animated it to educate viewers on numerous topics
- Coordinated documentation and project reviews with multiple teams remotely and managed up to 8 projects simultaneously

Freelance Digital Media Designer – Remote
Self-Employed   2011 – Present

- Animated music videos for clients using Adobe After Effects and Premiere Pro
- Built VRChat avatars for clients using Blender 3D and Substance Painter
- Built websites for clients and friends using SquareSpace and WordPress
- Wrote and illustrated webcomics for self and other clients using Clip Studio and Photoshop
- Book cover illustration for independent authors
- Developed courses for independent study in online study groups using social media (Discord, DeviantArt)
- Conducted volunteer seminars at the local community college in 2D hand-drawn animation
- Volunteered clean-up animation for an indie animation project (Tales of Zale)
- Wrote and designed vlog and essay-style videos featuring own virtual avatar illustrated in Clip Studio and rigged in Live2D
- Hand-coded websites for own business, Studio Moonyn

Education

B.A. English Literature, 2015
University of Central Florida, Orlando FL

Freelancing for Editors, 2020
UCLA Extension, Remote

Novel Writing Courses, 2018 – 2019
UCLA Extension, Remote

Women in Animation Mentorship, 2023
Ubergroup Writing Workshop, 2024
Remote Workshops

Publications

On Skinning Alligators – Memoir
Cypress Dome, Issue 26, 2015

Poseidon's Eyes – Illustration
Writers of the Future, Volume 31, 2014

Software Experience

Adobe Creative Suite

Illustrator
After Effects
Premiere
Photoshop
Dreamweaver
Animate

Other Creative Software

Blender 3D
Adobe Captivate
Da Vinci Resolve
Unity
Clip Studio Paint
Toon Boom Harmony
TVPaint
Maya 3D
Storyboard Pro
Substance Painter
Visual Studio Code