Riley Sol Morgan

Technical Writer · Developer Documentation

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Documentation results

21 to 12 minutes — Median first successful request in ten moderated onboarding sessions for each guide version.

46 API examples — Rebuilt and covered by automated sample checks.

12 migration guides — Updated for a version change with engineering and technical support.

Summary Technical writer for developer tools and data products. Interviews engineers and support staff, runs examples in staging and structures documentation around what a reader needs to complete a task. Works in release branches so endpoint behaviour and examples can be checked with the code.

Experience

Technical Writer, Developer Experience

Red Cedar Data Tools

2021-10 – Present

- Rewrote the first integration tutorial around one complete request, its expected response and two common failure paths. Median time to a successful request fell from 21 to 12 minutes across two tests of ten first-time users each.
- Reworked 46 API examples to use reusable fixtures. Added a check with engineers to flag examples that diverged from staging responses and defined who would review each failure before publishing.
- Maintained 12 migration guides during a version change. Confirmed warnings and fallback paths with the owning team, marked examples that applied to only one version and gave support a single page to link.
- Reviewed new endpoint docs against user stories and recent support tickets. Replaced generic error text with explanations confirmed against the observed response and the engineer's notes.

Documentation Associate

Wrenstar Operations Software

2018-06 – 2021-09

- Maintained software help for administrators and operators. Reproduced support issues in a training instance and added the exact permission or setup prerequisites a reader needed.
- Built a review checklist for screenshots and version labels before each release. Moved source images into the same repository as the guides so owners could replace them together.
- Worked with support on searches that returned no helpful result. Consolidated overlapping pages and redirected obsolete URLs after checking which runbooks still linked to them.

Education

Bachelor of Arts in Communication

North Gannet College

2018

Skills

Docs as code · API references · Task-based writing · Versioned migration guides · Staging verification · Moderated sessions

Projects

Sandbox quickstart decision log

2025

Records the first-time user task, observed blockers, the versioned test setup and the two guide versions so a lead writer can interpret the timing comparison.

Languages

English · Spanish