Maren Holt

Project coordinator and technical writer

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Dear Hiring Manager,

I would like to apply for the post of Technical Writer at Fernhill Software. I spent the first part of my career as a technical author on scheduling software, and the second coordinating the kind of planned works your customers use your product to manage.

At Quillbrook Software I was one of three authors on a scheduling product for field service teams. I wrote and maintained two user guides, about 280 pages together, and documented a REST API of 90 endpoints with worked examples that the developers reviewed. I moved the help content from PDF manuals to a searchable web help centre in Markdown and Git, and set-up questions to support fell by about a quarter in the following year. I also wrote the release notes every fortnight, and the house style guide the team was still using when I left.

Since 2020 I have worked on the other side of software like yours. At Ashmead Utility Services I plan the work of three site teams and report on ten or more schemes a week, so I know what a planner needs from a help page at eight in the morning. I have kept writing: I rewrote 35 site procedures in plain English and tested each with the people who follow it.

It is six years since I documented an API, and I expect to spend my first weeks catching up on your tools. Two samples are attached. I would welcome the chance to talk about the post.

Yours faithfully,

Maren Holt