Maren Holt

Technical writer · user guides, API reference and release notes

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PROFESSIONAL SUMMARY

Technical writer and project coordinator with nine years' experience. At a software firm I wrote two user guides, documented a 90-endpoint REST API and published release notes every fortnight, working in Markdown and Git alongside the developers. For the past four years I have coordinated planned works for a utilities contractor and rewritten its procedures, so I know your users' working day from the inside.

EXPERIENCE

Project Coordinator | ASHMEAD UTILITY SERVICES

March 2022 – Present

A Bristol contractor of 140 people that renews water mains and builds electricity grid connections across the West of England.

- **Documentation:** Rewrote 35 site procedures and method statement templates in plain English. Handover packs of as-built drawings, test certificates and manuals now reach the client within 10 working days, down from about six weeks.
- **Reporting:** Write the weekly progress report and attend the fortnightly review for each client, a water company's asset team or the network operator. Track cost against budget with the quantity surveyor and keep the risk register and change log.
- **Residents and landowners:** Write to households and businesses before works start, agree access with landowners and answer questions while the job is on. Complaints passed on by clients halved between 2023 and 2025.
- **Delivery:** Coordinate 10 to 12 live schemes at a time, water main renewals and electricity grid connections for solar farms and housing sites, worth £150,000 to £900,000 each and about £5 million a year together.
- **Planning:** Keep the programmes for three site teams in Microsoft Project and book road space, permits and traffic management with four highway authorities. Late permit applications fell from one in six to fewer than one in twenty.
- **Training:** Introduced two new coordinators to the planning and reporting routine, and wrote the guide they learned it from.

Project Support Officer | VARNEY LYLE CONSULTING ENGINEERS

February 2020 – February 2022

A civil engineering design consultancy of 60 people.

- **Bids:** Assembled and edited nine tender submissions from engineers' drafts, checking each answer against the client's questions. Five were won.
- **Document control:** Ran the register of about 2,000 drawings and reports, issuing each revision under the firm's quality procedure. Two external audits found nothing to correct.
- **Meetings:** Took the minutes at design team and client meetings, kept the action logs and chased each action to a close.
- **Project support:** Supported four project managers on around 18 highways and drainage design projects for councils and developers.
- **Reports:** Built the monthly fee and progress report for the directors from timesheet data in Excel.

Technical Author | QUILLBROOK SOFTWARE

September 2017 – January 2020

A maker of scheduling software for field service teams, with three authors among 45 staff.

- **User guides:** Wrote and maintained two user guides, about 280 pages together, for scheduling software used by field service teams.
- **API reference:** Documented a REST API of 90 endpoints with worked examples, each page reviewed by the developer who owned the endpoint.
- **Help centre:** Moved the help content from PDF manuals to a searchable web help centre, written in Markdown and kept in Git. Set-up questions to support fell by about a quarter in the following year.
- **Release notes and style:** Wrote the notes for a release every fortnight, and a 12-page house style guide used by three authors and the support team.

SELECTED PROJECTS

- **Site handbook, 2023 to 2024:** Rewrote 35 Ashmead site procedures and method statement templates as one handbook, testing each with the supervisor who uses it and agreeing it with the safety manager. It is now given to every new starter and subcontractor.
- **Help centre migration, 2019:** Planned and carried out the move of 410 Quillbrook help topics from PDF manuals to a web help centre in Markdown and Git, over five months and without a break in fortnightly releases.

- **Kingsmead town centre main renewal, 2024:** Coordinated the renewal of 3.2 km of water main through a town centre for Ashmead, a contract of £860,000 with 14 weeks of night works, two road closures and letters to 340 households and businesses. It finished four days early, with three complaints.
- **Stowe Farm solar connection, 2023:** Coordinated a 33 kV connection for a 12 MW solar farm for Ashmead, with a 2.1 km cable route across the land of five owners, a new substation and the network operator's witness tests. The site was energised on the date agreed nine months before.

EDUCATION AND TRAINING

BA (Hons) English Language and Communication, 2:1 | UNIVERSITY OF THE SEVERN ESTUARY
2014 – 2017
Dissertation on plain language in public safety notices.

- **PRINCE2 Foundation:** 2021.
- **Street works supervisor training:** 2022.
- **Plain English editing:** two-day course, 2018.

SKILLS

- **Writing:** Procedures and method statements, user guides, API reference, release notes, progress reports, tender submissions, plain English editing.
- **Coordination:** Programmes, street works permits and road space, risk registers, change logs, cost tracking, minutes and action logs, document control.
- **Tools:** Microsoft Project, Excel, SharePoint, Visio, Markdown, Git.
- **Languages:** English (native), French (conversational).

VOLUNTEERING

- **Newsletter editor:** Edit a quarterly neighbourhood newsletter of eight pages, delivered to 1,200 households in south Bristol, since 2021.

I, Maren Holt, consent to the processing of my personal data for recruitment purposes, in accordance with the GDPR.