

Allana Jackson

documentation engineer | user experience (UX) writer | technical writer

[Website](#) | [Email](#) | [LinkedIn](#)

PROFESSIONAL PROFILE

Telecom Network Engineer turned Senior Technical Communicator with 7+ years of architecting intuitive documentation ecosystems that cut support costs 30%+, unlock revenue growth through accelerated user adoption, and ensure audit-proof compliance for B2B SaaS, eCommerce, FinTech, and federal systems. Systems-thinker who transforms technical chaos into frictionless user pathways-leveraging OpenAPI for precision, Docs-as-Code for agility, and AI-augmented frameworks for scalable clarity. Independently mobilize engineering and product teams to deliver precision specifications across global markets.

COMPETENCIES & FRAMEWORKS

- Agile Content Delivery
- Unaided Ingenuity
- Ambiguity Navigation
- Domain Expertise
- Message Architecture
- Digital Taxonomy Engineering
- Omnichannel Framework Design
- Headless CMS Architecting
- Intelligent Process Mapping
- AI Prompt Engineering
- AI-Powered Optimization
- Cognitive Visualization
- OpenAPI Specifications
- Competitive Differentiation
- L10n Integration
- Doc as Code
- Insight Synthesis
- Vertical Specific AI Fabric

FORMATS & LANGUAGES

Markdown · DITA XML · YAML · JSON · Java · JavaScript

TOOLS

Google Workspace · MS Suite · Slack · JIRA · Inline Manual · Atlassian Confluence · Paligo · Tableau · SharePoint · Figma · Connect Composer · Github · Postman · Okta · Jenkins · Wordpress · Visio · Swagger · Zapier · SnagIt · Notion · OpenAI API · Jasper · Deepseek

EXPERIENCE

DOORDASH, *Remote*

August 2024 to February 2025

IT TECHNICAL WRITER ADVISOR

Provided fractional knowledge management services to DoorDash's IT service desks. Reviewed, revised, and prepared 25 Atlassian Confluence-based technical playbooks/incident response protocols. Standardized best practices, installation, configuration, and success metrics by implementing reusable documentation frameworks.

- Spearheaded discovery sessions with help desks, cybersecurity engineers, and sysadmins, scoping critical requirements and validating internal documentation accuracy and relevancy.
- Developed and executed Okta sandbox test cases and documented protocol integrations(e.g., SAML), streamlining user workflows and ensuring 98% accuracy across SOPs/implementation guides.
- Designed and deployed AI-powered content funnels, leveraging data analytics to enhance information architecture and visual hierarchy, boosting content discoverability and accelerating data accessibility by 40%.
- Strategically prioritized and enhanced RACI models to guarantee deliverables and consistently meet contract deadlines while saving resources and exceeding stakeholder expectations.
- Catalyzed the migration of complex API documentation to a DITA framework, optimizing content reuse by 35% and reducing localization costs by 22% through structured authoring and modular design.

DOMINO'S TECHNOLOGY, *Remote*

May 2023 to September 2024

SR. TECHNICAL WRITER

Engineered 50+ Confluence knowledge assets (release notes, how-tos, system overviews) that advanced feature adoption for NextGen Pulse POS by translating technical capabilities into strategic revenue drivers and behavior insights. Managed (Product, Engineering) cross-functional alignment to embed product vision into documentation and fortifying stakeholder trust.

- Slashed Cloud Native Environments (CNE) critical errors by 29% in 6 months, auditing Jenkins content assets and partnering with Strategic Ops to identify, prioritize and resolve high-impact bugs.
- Boosted workforce proficiency, designing and deploying L10n in-app guidance(modals, hotspots, and tooltips) via digital adoption platforms(e.g., Inline Manual).
- Incorporated Figma designs into user manuals and F.A.Q.s, ensuring intuitive navigation and cohesive content alignment across web, app, and mobile platforms.