

STEPHANIE OGBURN

she/her

Fort Collins, Colorado

CONTACT

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SKILLS

UX Writing

Content Strategy

Technical writing/documentation

Figma / Adobe CS

Heuristic Analysis

Customer Journeys

Persona Creation

User Interviews

Usability Testing

Agile software development

Technical project management

Web/mobile app development

EDUCATION

UX Content Collective

UX Writing Fundamentals: 2022

Career Foundry

Intro to UX Design: 2020

Galvanize

Full-stack Development: 2016

Yale School of Forestry and Environmental Studies

MESc: 2007

University of South Carolina

BA,BS: 2002

VOLUNTEER

Boulder UX Professionals

Volunteer UX projects for Colorado-area nonprofits

Board member

Shadowcliff Mountain Sanctuary

EXPERIENCE

UX Writer, Handshake App

Oct 2021 - April 2022

- Student project for UX Content Collective
- Created style guide, wrote in-app and email copy

Content Strategist, Technical Writer: Radial Development Group

Feb 2021 - April 2022

- Strategized and produced weekly company e-newsletter
- Crafted technical documentation/manuals for various projects leading to improved user experiences

Highlights

- 30-40% newsletter open rate
- Improved developer onboarding experience by reconfiguring information architecture
- Increased client satisfaction by rewriting technical documentation

Software Developer

Radial Development Group, ACE Info, Nutrien Ag Solutions

June 2017 - Jan 2021

- Delivered complex hardware and software projects for clients ranging from startups to multinational businesses
- Collaborated with design teams, product owners and developers

Reporter / Producer: KUNC

June 2014 - April 2016

- Reported and produced stories for NPR stations / shows

Science Writer: ClimateWire

Feb 2013 - June 2014

- Wrote accurate science and political news on tight deadlines

Digital Editor: High Country News

Oct 2009 - Feb 2013

- Pioneered the digital transformation of a 40-year-old publication from print-focused to web-first publishing

Highlights

- Doubled web traffic from social sources
- Supported successful migration to new CMS
- 30% increase in digital user base in a 2-year period
- Launched a blog vertical leading to a successful book project