

NICOLE PEERY

Technical Writer | Healthcare Technology | Product Documentation

TUCSON, ARIZONA

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PROFILE

Technical writer and healthcare technology professional with experience creating user documentation, knowledge-base content, SOPs, work instructions, training materials, and digital support resources for technical and clinical audiences. Background spans medical equipment systems, compliance documentation, WordPress and SaaS support, UX, and digital publishing. Skilled at translating complex workflows and technical information into clear, practical content that helps users complete tasks and understand systems.

CORE EXPERTISE

TECHNICAL DOCUMENTATION User guides, SOPs, work instructions, knowledge bases	HEALTHCARE TECHNOLOGY CMMS, clinical engineering, medical equipment, compliance	WEB & PRODUCT SUPPORT WordPress, WooCommerce, CSS, troubleshooting, accessibility
KNOWLEDGE SYSTEMS Guru, SharePoint, information architecture, documentation standards	USER EDUCATION Technical tutorials, training, instructional content, Snagit, Loom	CONTENT & UX Digital publishing, SEO, editing, UX principles, structured content

EXPERIENCE

Owner, Independent Digital Business | Peery Creative

Feb 2021 - Present | Remote

- Build and maintain WordPress and WooCommerce websites, including site content, integrations, product information, and technical troubleshooting.
- Create and manage digital content across websites, e-commerce platforms, and publishing channels.
- Document repeatable processes for website maintenance, publishing, product creation, and business operations.
- Research technical problems, test solutions, and manage digital projects independently from planning through completion.

Support Engineer | Mediavine

Oct 2019 - Feb 2021 | Remote

- Wrote and maintained help articles, troubleshooting documentation, and knowledge-base content for a WordPress and advertising-technology platform.
- Created narrated tutorials and step-by-step technical guidance using Loom and Snagit.
- Revised internal documentation in Guru and analyzed recurring Intercom issues to create proactive resources that addressed common problems.
- Translated unclear bug reports into structured, reproducible steps for developers while supporting publishers with plugins, CSS, accessibility, and site-performance issues.

Learning Support Specialist | Treehouse

Oct 2017 - Oct 2019 | Remote

- Wrote supplemental guides that explained front-end development and UX concepts in practical terms.
- Converted unclear feedback into specific, actionable instructions and recommended content revisions to curriculum developers.
- Provided structured technical guidance on learner projects and recurring points of confusion across online learning systems.
- Created Trello-based tracking tools to improve workflow visibility and turnaround time.

EXPERIENCE, CONTINUED

Web Content Editor | FlexJobs

Apr 2015 - Oct 2017 | Remote

- Edited and maintained high volumes of structured digital content, ensuring accuracy, consistency, metadata quality, formatting, and search visibility.
- Applied editorial standards, structured metadata, categorization, and SEO requirements while preserving readability and information accuracy.
- Created macros and text-expansion tools to improve production efficiency while maintaining quality.

Data Management Specialist | TRIMEDX

Feb 2013 - Apr 2015 | Indianapolis, IN

- Created and revised SOPs, work instructions, and service documentation used by clinical engineering technicians and operational leaders.
- Built and maintained SharePoint libraries containing recall notices, vendor specifications, service materials, and regulatory documentation.
- Improved the quality and usability of CMMS records, medical-device service documentation, and regulatory resources.
- Collaborated with IT, compliance, operations, and clinical engineering teams to improve documentation and information-management practices.

Data Quality Specialist, CMMS Administration & Medical Device Asset Data | Indiana University Health

Mar 2007 - Feb 2013 | Fishers, IN

- Helped implement and administer a CMMS supporting more than 1,600 medical devices across clinical engineering and facilities.
- Created end-user documentation and delivered system training to technical and clinical staff.
- Developed preventive maintenance schedules, equipment records, asset classifications, and compliance reports supporting the hospital's first Joint Commission survey.
- Helped migrate equipment tracking from paper records to structured digital workflows and provided ongoing CMMS support.

EDUCATION & CREDENTIALS

MBA, Healthcare Management | Western Governors University

AAS, Graphic Design | Vincennes University

Certificate, User Experience Design | Treehouse

Certificate, Front-End Web Development | Treehouse

Certificate, Editing | Poynter Institute

Snagit Certification