

SKILLS

- UX writing
- Content management
- Technical writing
- User research
- User journey mapping
- Prompt engineering
- Design documentation
- Conceptual and experience modeling
- Content strategy and planning
- Facilitation, workshop planning
- Mentoring and learning
- Writing and designing for accessibility and localization
- Markdown authoring, docs-as-code
- Content auditing and performance evaluation
- Implementing feedback
- Prototyping
- Designing information architecture
- HTML/CSS
- Writing for SEO
- Wireframing

SOFTWARE

- Figma and Figma Make
- Replit
- Contentful
- Jira Cloud Software
- Confluence Cloud
- Bitbucket Cloud
- Trello
- Various CMS tools
- Mural
- Madcap Flare
- Optimal Workshop
- AI Agents

EDUCATION

BA IN ENGLISH,
SPECIALIZATIONS IN
CREATIVE WRITING,
PROFESSIONAL WRITING AND
COMMUNICATION

University of Massachusetts,
Amherst MA | 2013 - 2017

ELIZABETH RIEZINGER

(413) 351-1013
ejriezinger@gmail.com
2269 Adam Clayton Powell Jr. Blvd
New York, NY 10030
www.linkedin.com/in/elizabeth-riezinger/

Senior Content Designer and Strategist

WORK EXPERIENCE

SENIOR CONTENT DESIGNER, ATLISSIAN

Remote | July 2022 - Present

- Established content design practices on a new, growing design team to support workflows from the planning and research phases of work throughout development and implementation of new UI experiences and features.
- Evangelized a new operating model for content designers within our organization, which was used as a model for other teams to follow.
- Crafts content for specific archetypes for end-to-end user experiences and iterates based on customer feedback and additional testing.
- Identifies edge cases that need consideration and specific content.
- Works with cross-functional partners across product, engineering, design, and marketing to align on concepts, naming, and overall user experience.
- Maintains internal design documentation, often authoring new guidelines to follow and therefore contributing to the overall design system.
- Designs for changeboarding and onboarding, for first-time users and n-th users.
- Implemented and scaled content strategy for a developer experience platform from pre-Alpha, through Beta, and GA release.
- Scales content design practices and strategy to address product development and complexity.
- Led a team of three content designers in work planning and cross-team collaboration.
- Contributed to an AI agent for content assistance, which pulled from internal standards and glossaries to help scale content operations across Atlassian.
- Strong history of mentorship and even sponsorship of other mentors, both formally and informally.
- Advocates for inclusive work practices and thrives when building a sense of community.

CONTENT DESIGNER, ATLISSIAN

Remote | October 2018 - July 2022

- Crafted user interface copy and end-user documentation for DevOps products Opsgenie, Statuspage, and Compass.
- Worked cross-functionally to collaborate and sync with product designers, marketing, product management, and developers (across multiple timezones) to design and implement features and customer experiences.
- Followed internal design process to research, explore designs, test prototypes, craft content strategy, to deliver user experiences that meet user needs.
- Managed multiple workstreams while often the only content designer on a product team.

TECHNICAL WRITER, OPSGENIE

Boston, MA | October 2017 - October 2018 (acquired by Atlassian)

- Wrote marketing thought leadership content for incident management best practices to promote the Opsgenie product and features.
- Worked with product, marketing, and support teams to deliver new functionality and write end-user documentation.