

Katherine Griffiths

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WORK EXPERIENCE

NBCUniversal

Technical Writer

Apr 2022 – Jan 2026

New York, NY

- **Created and designed a data visualization training** on narrative data, accessibility, and presentation techniques; presented to 50+ external employees, who subsequently recommended the training to additional teams.
- **Owned API documentation management** in Confluence, handling edits, versioning, and cross-team workflows tracked through Jira and monday.com.
- **Executed end-to-end case study workflow**; analyzed measurement decks, identified key quantitative insights, and designed visually compelling ad tech case studies showcasing brands such as L'Oreal and Capital One, as well as integrations with *Saturday Night Live*, *The Tonight Show with Jimmy Fallon*, and *Love Island USA*.
- **Acted as a key resource on presentation design and narrative**, helping tangential teams deliver polished decks to clients.
- **Established and streamlined a weekly release note process**, managing and editing content for 500+ users across 4 teams, creating an easily accessible, widely referenced resource.
- **Developed copy for a new self-serve platform** and performed QA testing to ensure functional accuracy, UX, and consistency of brand voice.
- **Authored and analyzed Microsoft Copilot prompts** as part of a 3-team AI committee; optimized inputs and outputs by evaluating tone, response length, and data scope to enhance chatbot performance.
- **Created and updated an inclusive language guide** for 200+ employees, setting division-wide standards for accessibility and internal communications.

Cisco

Technical Writer

May 2021 – Apr 2022

Remote

- **Elevated and maintained the quality of customer- and client-facing proposals and presentations**, ensuring consistent and polished content across all deliverables.
- **Ranked #1 in productivity and speed** on a team of 6, consistently delivering both high-quality and timely materials.
- **Updated presentation templates** to align with the company's evolving technical standards and brand expectations.

The Hatch Foundation

Freelance Copywriter

Jun 2021 – Apr 2022

Remote

- **Developed all copy within the marketing package** for the nonprofit's site in collaboration with a software development studio.
- **Crafted a mission statement, tagline, and core value statement**, establishing a personalized brand identity.
- **Created a style and voice guide** to promote clear and communicative content creation across all future postings and copy.

Missouri State University, Art + Design Dept.

Graduate Assistant

Aug 2019 – May 2021

Springfield, MO

- **Authored departmental blog content**, increasing engagement and visibility through audience-focused writing and student outreach.
- **Conducted in-depth interviews** with faculty, notable alumni, and visiting artists, producing feature articles that highlight the department's achievements.

Supper Co.

Freelance Copywriter

Jan 2021 – May 2021

Springfield, MO

- **Developed UX copy** to enhance user engagement and brand messaging.
- **Collaborated cross-functionally on a pharmaceutical social campaign**, creating concepts and copy that aligned with strategic marketing goals.

EDUCATION

Missouri State University

MA, Technical Writing, 4.0 GPA

BS, Technical Writing, *summa cum laude*, 3.9 GPA

Presidential Scholar, Honors College

Minors in Graphic Design & Dance

Springfield, MO

Aug 2019 – May 2021

Aug 2015 – May 2019

Tent Theatre (*Catch Me If You Can*), Theatre and Dance Dept. (*Legally Blonde*, *Pippin*)

Avery, T., Cody, J., Griffiths, K., Khodai, K., Lenahan, A., Meluso, M., Sanada, Y., Seabaugh, K., Stanton, R., & Woodall, E. (2023). Digital Video as a Discussion Board: A Case Study and Collaborative Autoethnography of Experiences. *Journal of Business and Technical Communication*, 38(1). 66-88.

SKILLS

❖ Core

Technical documentation, user guides, API docs, release notes, editing, quality assurance, content management, information architecture, SME collaboration, AI/LLM writing prompts/analysis

❖ Visual Communication

Data visualization, template creation/standardization, visual editing, presentation design, alt text, accessibility review

❖ Tools

Jira, Confluence, monday.com, Microsoft 365 (Word, Excel, PowerPoint, Teams, Outlook), Microsoft Copilot, Google Workspace (Docs, Slides, Sheets, Drive, Gmail), Canva, Adobe Illustrator, Lucidchart, Salesforce, Highspot

❖ Key Strengths

Clear/effective communication, detail-oriented and highly accurate, supportive team member, time/project management, quick learner