Nicholas Boni.

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a. Brooklyn, New York.

SKILLS.

Web content production. Technical writing. Content curation, design, architecture, and strategy.
Brand voice. Copywriting. Copyediting. Search engine optimization (SEO).
Content management systems (Salesforce, Confluence, Google, ReadMe, Adobe, etc.). KCS v6 Practices Certified.
User experience (UX) design. UX copywriting. Project, product, and people management. Agile development.
LLMs (ChatGPT, Cursor, Aider, Copilot). Markdown. Sphinx. OpenAPI. Python. GitHub. HTML. CSS. LaTeX.
Strong communication skills. Strong problem solving skills. Independent research.

RELEVANT WORK EXPERIENCE.

Formant. San Francisco, California.

➢ **Technical Writer (remote).** 2023 – 2025.
- Reduced customer onboarding time by 75% by producing 70+ page Getting Started guide.
- Generated step-by-step walkthroughs and code examples of previously-undocumented TypeScript APIs, Python SDKs, and frontend tools using Sphinx, OpenAPI (a.k.a. Swagger), and Markdown files.
- Drove 100+% increase in YoY web traffic via SEO initiatives and collaboration with Content Marketing team. Wrote white papers, video scripts, release notes, and nurture emails. Defined and standardized company voice.
- Defined content calendar. Drove sales and customer success by publishing best-in-class, high-impact documentation ahead of key engagements with clients and opportunities.
- Captured solutions to common customer issues, greatly reducing customer support time on previously-solved issues.
- Coached colleagues on written communication skills and empowered knowledge transfer through new technologies.

National Instruments (NI). Austin, Texas.

➢ **Staff Content Curator.** 2021 – 2023.
- Chief editor and content manager for over 5,000 public-facing articles, white papers, videos, and technical documents.
- Defined and executed high-impact content initiatives by analyzing traffic, customer feedback, and SEO performance.
- Commissioned content projects from marketing team, product owners, and subject matter experts.
- Advocated and evangelized documentation best practices across departments, products, and topics to create a consistent, reliable, and superb customer content experience.

➢ **KCS Program Manager.** 2021 – 2023.
- KCS v6 Practices certified. Direct manager of Knowledge-Centered Service program at NI. Drove 50+% deflection of incoming customer support cases through content generation.
- Led internal training and development for 30+ knowledge workers on KCS principles. Generated comprehensive training materials. Instructed on effective support content generation. Defined and taught company voice and style.
- Tracked and coached program performance through data analysis and 1x1 and group meetings. Reported case deflection and program adoption metrics to executives and key stakeholders.

➢ **Staff Product Support Engineer.** 2019 – 2020.
- Generated internal- and externally-facing training materials on NI Embedded Networks products.
- Produced high-impact documentation, troubleshooting & FAQ materials for global support team to expedite resolution of high-complexity, poorly-understood network technologies.

➢ **Content Coach.** 2017 – 2019.
- Coached a team of eight engineers on written communication skills, branded content, and product voice.

Freelance Writer. Brooklyn, New York. 2014 – present.
- Cited in *Popular Science.* Published in *Jacobin, Bklyner,* the *Adirondack Daily Enterprise,* and others.

SELECTED PUBLICATIONS.

➢ Formant SDK Reference (2025).
➢ Formant Documentation: Getting Started Guide (2023).
➢ Formant White Paper: Incident Management (2025).
➢ NI: Automotive Toolkits Troubleshooting Guide and FAQs (2018).

EDUCATION & CERTIFICATIONS.

Consortium for Service Innovation. San Carlos, California. **December 2022.**
➢ **KCS v6 Practices Certified.** Demonstrated customer service through content creation, program adoption and management.

Rensselaer Polytechnic Institute. Troy, New York. **Graduated May 2016.**
➢ **B.S. Physics.** GPA: 3.4/4.0 Minors in Professional Writing and Psychology.