

Reagan B. Dolon - UX Content Writer

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CAREER SNAPSHOT- Content and systems professional with a BS in Business Management (HR concentration). I have 5+ years crafting clear, user-centered content and scalable systems across internal tools, onboarding platforms, and process documentation. I am passionate about simplifying complex information, collaborating cross-functionally, and designing cohesive user experiences. Experienced in auditing content flows, developing frameworks, and building documentation to improve user understanding and engagement.

AREAS OF EXPERTISE

User-centered Content Strategy/Writing	Process/Workflow Documentation
System Audits	Process Improvement/Simplification
Crafting Clear/Intuitive Instructions	Cross-functional Collaboration
Glossary, & Knowledge Base Creation	HTML & CSS skills (Novice)

TOOLS & TECHNOLOGIES

Microsoft Office Suite	Google Suite	Figma	Slack
Smartsheets	Salesforce	Blissbook	Betterworks
Connectwise	ChatGPT	Visual Studio Code	Asana
HRIS(Rippling, Paylocity, Paychex)			

WORK EXPERIENCE

Technical Document Writer (People Operations Coordinator)

01/24 - 01/25

Concert Health - San Diego, CA (fully remote)

Created and/or maintained user content across multiple platforms ensuring consistency, clarity, and alignment with organizational tone and voice. By auditing flows, simplifying processes, and iterating based on feedback, I crafted empathetic and accessible messaging, improved usability, and supported a seamless user experience.

Highlights:

- Maintained onboarding content, orientation decks, and process documentation for a 300+ employee organization (led orientation cohorts average 5-20 new hires per cohort)
- Audited and streamlined content flows in internal HRIS and additional platforms to reduce complexity and improve usability
- Maintained knowledge based guides to support consistent language across the people ops experience
- Partnered with additional operations teams to track employee feedback and iterate on content clarity and tone
- Maintained HR Slack channels and email inboxes to ensure cohesive, empathetic messaging aligned with organizational voice
- Improved I-9 Compliance through redesigned documentation and clear user guidance

Technical Content Strategist (HR Generalist)

06/22 - 06/23

Paragon Events - Delray Beach, FL (fully remote)

This role involved leading comprehensive content strategies for key employee lifecycle processes, from onboarding to compliance, ensuring all materials were clear, accessible, and user-focused. By standardizing language, improving discoverability, and fostering trust with HR, it delivered streamlined experiences that reduced friction and enhanced employee engagement.

Highlights:

- Led end-to-end content strategy for onboarding, offboarding, benefits, and compliance documentation
- Created taxonomies and naming conventions for HRIS fields, policies, and employee portals to enhance discoverability
- Transitioned HRIS platforms and rewrote user-facing materials to ensure clarity and reduce friction
- Drafted internal FAQs, policy updates, and teams communications, applying plain language and user-friendly principles

Career Pause

04/21 - 06/22

Used this time to focus on the growth of my family. I also maintained my Society for Human Resources Management- Certified Professional (SHRM-CP) certification and obtained a Google Professional Certificate in Data Analytics via The Mom Project's RISE Scholarship Program.

Technical Content Writer(HR Representative)

10/17 - 04/21

APCO Employees Credit Union - Birmingham, AL (on-site)

This work focused on designing clear, accessible resources—from onboarding manuals to HRIS instructions—that supported employee understanding and compliance. By applying user-centered design principles and restructuring key documents, it improved clarity, transparency, and the overall employee experience.

Highlights:

- Created content for employee engagement events and also led some of the events
- Designed and updated onboarding manuals, benefits guides, and HRIS user instructions
- Partnered with HR Manager to restructure the employee handbook using accessible language and logical IA
- Created process documentation and reporting templates to support training transparency and compliance
- Supported employee understanding of complex benefits and policies through empathetic, user-centered content
- Successfully guided employees and family members through sensitive processes (e.g. medical leave, disability/life claims, etc.) using clear and supportive language
- Played a key role in implementing new HRIS, improving data accuracy, and user experience

ADDITIONAL EXPERIENCE

Technical Writer (Accounting Representative) - APCO Employees Credit Union - Birmingham, AL 04/16 - 10/17

This work involved writing technical SOPs. I also created clear, accessible resources for team members to utilize when balancing work, cross-training, and providing back up when I was out of office or transitioning to a new role.

Technical Writer (Accountant) - Birmingham Coal & Coke - Birmingham, AL

08/15 - 04/16

This work involved working cross-functionally with HR and legal. I wrote up reports as well as communicated with third-parties when balancing work.

Technical Writer (Purchasing & A/P Specialist) - TekLinks - Birmingham, AL

12/13 - 08/15

This work involved working cross-functionally with internal departments, executive leadership, and third-parties. I often updated accounting entries, maintained reports, and updated technical purchasing quotes.

EDUCATION

BS Business Management, HRM Concentration – University of Alabama at Birmingham – Birmingham, AL

CERTIFICATIONS & TRAININGS

Launch Your UX Writing Career in 6 Weeks

via Maven by Megan Jensen, Sr UX Writer
2025

UX Designer Career Pivot Course

via Codecademy
In Progress

Google Professional Certificate in Data Analytics

via Coursera
2021

SHRM-CP

Society of Human Resource Management
07/19 - 12/25