

# JONATHAN NIXON

UX WRITER

## SUMMARY

I'm a UX writer with over three years of experience in B2B spaces. As a strong proponent of plain language best practices, I strive to design clear and concise features that anyone can use and understand.

Skilled in writing, information architecture, design, UX research (including card sorting and task-based usability testing), technical and copy editing, web development, design thinking methodologies, and more.

Outside of work, I'm a board game enthusiast, short story writer, and amateur beekeeper.



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## SKILLS

UX Writing



Research



HTML & CSS



UX Design



Information Architecture



Content Strategy



Copyediting



Usability



## WORK EXPERIENCE

- + UX Writer** 2021–Present  
*Rocket Mortgage*
  - Collaborate closely with designers, writers, product managers, and engineers, to develop mortgage solutioning tools for Rocket Pro Originate and Rocket Pro Insight
  - Create and maintain content guidelines and strategies to inform the creation of in-product messaging, transactional emails, and mobile push notifications
  - Facilitate design thinking activities to help drive new strategic initiatives for our partners
  - Mentor associate and mid-level writers on UX best practices and Rocket brand standards
- + Content Writer** 2020–2021  
*Flywheel Partners*
  - Authored high-impact and innovative sales training assets, including workshops, knowledge reinforcement emails, and texts, to meet pharmaceutical sales force needs
  - Edited, reference checked, and proofread outlines, modules, assessments, storyboards, and podcast scripts to ensure clarity and usability for sales representatives
  - Managed project timelines and collaborated cross-functionally using agile processes
- + UX Writer and Content Strategist** 2019–2020  
*Auburn University – College of Liberal Arts*
  - Designed and executed large-scale usability study, with over 100 participants, to inform website redesign efforts for the College of Liberal Arts (CLA)
  - Developed user manual and guidelines for CLA web content creation, and trained distributed content editors on best writing practices
  - Collaborated cross-functionally with UX team, web developers, and writers, to develop curated content for a wide range of prospective students
- + Library Assistant** 2017–2020  
*Auburn Public Library*
  - Wrote and filmed training video and developed accompanying manual for new hires
  - Designed and maintained signage (both analog and digital) throughout the facility
  - Participated in strategic plan to improve library accessibility and technological services
  - Educated patrons on the use of library's digital collections, databases, and technology

## EDUCATION

- + Master of Technical and Professional Communication** 2020  
*Auburn University, Auburn, AL*
- + Bachelor of Arts in English, Creative Writing** 2016  
*Florida State University, Tallahassee, FL*