

Nicholas Conti

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Results-oriented project manager with proven success leveraging user feedback and data analysis to document, organize, and refine operational procedures. Driven and creative collaborator with a passion for delivering above-and-beyond the project scope, ensuring accuracy, consistency, and clarity across all content.

PROFESSIONAL EXPERIENCE

TECHNICAL WRITER – OPERATIONS ENGINEERING | Uber, Jump Bikes | San Francisco, CA | 5/2019 – 6/2020

Worked cross-functionally to identify, standardize, and document instructional and maintenance procedures used on a fleet of 50,000 bikes and scooters around the world.

- Coordinated software and hardware engineers to define technical requirements, prioritizing clarity and accuracy across all content to support operational success.
- Developed a service manual for two versions of the Jump Bike that reduced maintenance time and increased vehicle usage rates.
- Created the technical writing team's style guide from the ground up, improving content quality and user comprehension.
- Trained employees on content creation, created an inspection reference library, and provided on-site support during the launch of industrialized repair operations.
- Aligned leaders on formalized document approval procedures, significantly improving trust among stakeholders.

TECHNICAL WRITER AND CONTENT EDITOR | Cruise Automation | San Francisco, CA | 6/2017 – 4/2019

Promoted from mapping technician to create the authoritative reference and training materials used by the mapping and ground truth labeling teams.

- Created and maintained training documentation, improving the quality of data collected by hundreds of labelers.
- Designed an annotation tool with product engineers, trained a labeling team on the tool, then analyzed the data and incorporated feedback to improve the tool.
- Developed a quarterly documentation user survey – leveraged user feedback to drive improvements to content production, improving comprehension and user satisfaction.
- Developed the documentation team's style guide.
- Facilitated weekly meetings with stakeholders to identify and act upon forecasting needs.

PROGRAM ASSISTANT / EXECUTIVE ASSISTANT | Pisces Foundation | San Francisco, CA | 2/2016 – 5/2017

Promoted from operations intern to support the president and COO through project assistance, scheduling, and office management. Oversaw logistics, onboarding, event planning, and accounts payable.

- Worked with the Climate and Energy team to ensure progress toward strategic goals, created content for the foundation's newsletters and social media, and provided grantee due diligence and progress analysis.
- Created and edited reports, presentations, and blog posts for senior leadership to promote the foundation's goals.

Previous Experience: ▪ Office Coordinator, Gehl ▪ Sales Associate, Public Bikes ▪ Campaign Coordinator, Fair World Project

EDUCATION

Bachelor of Arts, Urban and Environmental Policy | Occidental College