

# Matthew Watson

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## PROFESSIONAL SUMMARY

Technical Writer with 10+ years of experience producing standards, processes, and training materials in enterprise, SaaS, and gaming environments. Skilled in documenting requirements for complex systems, onboarding tools, and migrating legacy data. Adept at collaborating with cross-functional teams—including engineering, security, and operations—to deliver clear, compliant, and user-friendly documentation.

## CORE SKILLS

Security & Compliance Documentation | Standards & Process Writing | Case/Incident Management Systems | Grant & Proposal Writing | Knowledge Base Management | System Onboarding & Data Migration | Training Materials | Git | Markdown | AI Tools | SEO | Confluence/JIRA | Perforce | AGILE Workflows

## EXPERIENCE

### Senior Technical Writer — ZeniMax Online Studios (Remote) - Feb. 2022 - Sept. 2025

- Designed studio-wide documentation standards and style guides used across 400+ staff.
- Authored onboarding, process, and training materials to streamline adoption of new tools.
- Partnered with engineering, design, UI/UX, and QA to improve cross-departmental documentation.
- Coordinated sprint/release planning and ensured compliance with documentation best practices.

### Technical Writer — Litify (Remote) - Feb. 2021 - Feb. 2022

- Sole owner of [help.litify.com](https://help.litify.com), developing release notes, how-to guides, and incident tracking docs.
- Defined documentation processes for case/issue management systems used by client law firms.
- Collaborated with product and security teams to align documentation with compliance requirements.

### Contractor (Docs & Community Mgmt) — Epic Games (Remote) - Apr. 2020 - Feb. 2021

- Processed 300+ documentation feedback items and updated standards for Unreal Engine docs.
- Contributed to onboarding and migration efforts.
- Delivered release notes and tutorials ensuring accuracy across technical and non-technical audiences.

### Content Author — Electronic Arts (Austin, TX) - Aug. 2018 - Mar. 2020

- Built internal knowledge base and training materials supporting security and support teams.
- Created user documentation during Salesforce Lightning rollout and product launches.
- Partnered with operations to ensure accurate tracking of incidents and emergent issues.

### Product Support Expert — Electronic Arts (Orlando, FL) - Dec. 2015 - Aug. 2018

- Supported high-profile game launches, documenting emergent incidents and system issues.
- Authored standards, troubleshooting guides, and process docs for internal and external use.
- Acted as liaison between development and customer support to ensure consistency of security/process communications.

## EDUCATION

Marymount University, Arlington, VA - B.A. Criminal Justice 2008 – 2010

Carroll Community College, Westminster, MD - Associates Degree 2006 – 2008