

# 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 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 | Markdown | AI Prompt Engineering | SEO | Atlassian Tools (Confluence & JIRA) | Perforce | AGILE Workflows | ServiceNow

## EXPERIENCE

### Technical Writer (Contractor) — Grifols - Mar. 2026 - Current

- Contributed to a large-scale (~2,000 articles) knowledge base migration effort (Confluence > ServiceNow).
- Reviewed documents daily to resolve grammatical and formatting issues (often in HTML).
- Drafted policies and procedures (including team style guide).
- Coordinated with subject matter experts to author new pieces of technical documentation.

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

- Designed studio-wide documentation standards and style guides used across 400+ staff (internal game team).
- 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. Including: style guides (narrative team lore guide), tool-specific guides, and various troubleshooting documents.
- 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, 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 (video tutorials for new UE users) and migration efforts (UE4 > 5).
- Delivered release notes ensuring readability and accuracy for a highly varied audience.

### Product Support Expert / Content Author — Electronic Arts (Orlando, FL / Austin, TX) - Aug. 2018 - Mar. 2020

- Built an internal knowledge base and training materials for the security and support teams.
- Partnered with operations to ensure accurate tracking of incidents and emergent issues.
- Supported high-profile game launches, documenting emergent incidents and system issues. (Madden 19 & 20 NBA Live 19, Apex Legends, Madden and NBA Mobile 2018 and 2019, Star Wars Battlefront 2).
- Authored documentation policies, troubleshooting guides, and process docs for internal and external use.
- Liaised between development and customer support to ensure consistency of security/process communications.

## EDUCATION

Marymount University, Arlington, VA - B.A. Criminal Justice

Carroll Community College, Westminster, MD - Associates Degree