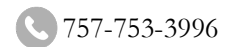


NIKITA KING

UX WRITER | CONTENT DESIGNER

California, USA



EDUCATION

M.S. in Human-Computer Interaction,
DePaul University, Chicago

B.S. in Communications,
Old Dominion University, Virginia

CERTIFICATIONS

Institutional Review Board (IRB)
2023 | CITI Program

Fundamentals of UX Writing
2022 | UX Content Collective

SKILLS

// DESIGN

- Content strategy
- Content management
- Conversation design
- Concept sketches
- Information architecture
- Interaction design
- Mockups
- Prototypes
- Storytelling
- User flows
- Wireframes

// RESEARCH

- A/B testing
- Competitor analysis
- Process improvement
- User interviews
- Usability testing

// TOOLS

- Adobe Creative Cloud
- AI chatbot/agents
- Axure
- Basic HTML/CSS
- Confluence
- Figma
- Jira
- Large language model (LLM)
- Markdown
- MockFlow
- Miro
- Optimal
- Voiceflow

WORK EXPERIENCE

UX Content Designer

HP | May 2022 - Present

- Created detailed, illustrated use cases capturing user inputs, LED indications, and audio feedback to define precise haptic interactions.
- Designed button behaviors, voice prompts, tones, LED cues, and software settings for intuitive, cohesive hardware experiences.
- Produced UX documentation, content frameworks, and specifications that streamline development and reduce implementation errors.
- Implemented scalable writing frameworks for Global Settings and maintained consistent UI content across multiple audio products.
- Developed hardware UI specifications to ensure design intent is implemented accurately across software and hardware interfaces.
- Advised on interaction content, error messaging, and system transparency during design reviews to enhance usability.

UX Content Designer

Poly | May 2022 – November 2022 (formerly Plantronics & Polycom, acquired by HP)

- Built the first comprehensive content matrix for Poly Lens, a cloud-based device management, organizing content across mobile and desktop screens, platforms, and devices to improve navigation and consistency.
- Redesigned Voyager Free 60+ Series navigation content, simplifying user flows and supporting multilingual localization.
- Conducted iterative user testing on interface tooltips and content, refining messaging for clarity and engagement.
- Developed globally adaptable content, accommodating cultural and language differences to enhance accessibility.
- Researched competitor products and industry trends to inform content strategy and maintain cutting-edge UX practices and AI development.

Technical Writer I

Daikin Applied | November 2019 – May 2022

- Audited 150+ web pages and performed usability tests to identify information architecture gaps, creating metadata that boosted SEO and increased site traffic by 10%.
- Partnered with Product and Legal teams to develop compliant content strategies for 25+ products.
- Conducted content audits to develop a custom CMS taxonomy to optimize search accuracy, reduce support tickets, and improve findability.
- Developed reusable, scalable content standards aligned with regulatory, brand, and UX best practices to drive content consistency and strengthen the end-to-end customer experience.
- Defined brand voice and writing guidelines to maintain messaging consistency across all product documentation.

Technical Writer

Decisions.com | December 2017 – November 2019

- Conducted performance testing to report bugs on UI layouts, landing pages, banners, and links to identify navigation issues and optimize click-through rates.
- Led usability testing for technical documentation, introducing interactive tutorials that reduced user errors.
- Defined project build standards and technical specifications, producing accurate, clear internal and customer-facing documentation.
- Performed content audit for 10,000+ articles, consolidating and removing the outdated.