

# SARAH EAGER

## CONTACT

**Address:** Scotland, UK GB

**Phone:** (+44)7851675336

**Email:** sarah@eagercontent.design

**Web:** <https://www.eagercontent.design>

**LinkedIn:** <https://www.linkedin.com/in/sarah-m-eager/>

## ACCOMPLISHMENTS

- Technical communicators award  
2020–2022
- IBM UX design coach
- Certified Simplified Technical English  
trainer

## SKILLS

- Figma
- Design systems
- Conversation design
- Accessibility
- Usability heuristics
- Adobe suite
- C#
- GitHub
- HTML
- User research
- Project management
- SEO
- Javascript
- CSS
- MadCap Flare
- Jira

## EDUCATION

Certified model builder  
**Anaplan**

Advanced developer  
**MadCap Flare**

Aircraft Engineering  
**University of the West of Scotland**

## PROFESSIONAL SUMMARY

Experienced, versatile content designer and technical writer with a history of producing high-quality, innovative, and engaging content. Adept at project planning and managing multiple client accounts at once with a proven track record in collaborative, cross-functional teamwork within high-pressure environments. Well-versed in developing design systems and content strategies to improve consistency and time-to-market. Spearheaded development of new operational strategies that reduced negative platform and online help interactions by 47% through weekly quality checks.

## WORK HISTORY

### **Lead UX content designer, 06/2022 to Current** **Anaplan**

- Developed innovative, robust design solutions and facilitated communication by collaborating with technical teams and advocating for content.
- Applied principles of user-centered design to enhance the usability and user experience of digital interfaces, resulting in a 54% increase in engagement.
- Managed lifecycle design phases, from initial customer brainstorming to timely project completion.
- Developed content design systems and standardized style guides to maintain consistency across projects and achieve a cohesive brand identity.
- Established templates and asset libraries to streamline processes and boost productivity.
- Conducted user and market research and gathered information from multiple sources to present clear results.

### **Senior content designer and technical writer, 09/2020 to 05/2022** **3di Information Solutions**

- Executed rapid prototyping and iterative design processes to refine and optimize design concepts.
- Utilized design software to create visually compelling graphics and layouts for digital and print materials.
- Innovated projects through detailed knowledge of evolving trends and technologies.
- Worked with marketing teams to visually represent brand messages across various channels and platforms.
- Translated complex ideas into engaging and accessible copy.
- Devised bespoke design systems to meet client brief requests.

### **Senior technical writer, 05/2018 to 11/2019** **BAe Systems**

- Prepared content for localization.
- Carried out quality checks of documents at each stage for technical accuracy and proper grammar, spelling, and capitalization.
- Maintained version control for projects.