

# Jake Mathews

Technical Writer | Norfolk MA  
[LinkedIn](#) . [Portfolio](#)

## EXPERIENCE

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### Senior Technical Writer

Jan 2022 - Jan 2024

Data and Analytics Solutions at BNY Mellon | Wellesley, MA

#### Key Accomplishments

- Worked with Development teams to create user guide for new reference data and pricing module
- Analyzed technical texts and demonstrations to create user friendly price database workflow
- Collaborated with Documentation team to convert 10K Confluence pages from legacy to new editor
- Gave department-wide presentation on Technical Communication fundamentals bootcamp

#### Responsibilities

- Developed written documentation, user guides, and help screens for technology-based products and services
- Translated technical papers and demonstrations into comprehensive, user friendly documentation
- Worked with Product Managers and Developers to write and edit various documented materials
- Maintained strong relationships with Product Managers and Developers to collect information on new products and features
- Used an agile framework to track progress using Jira and Confluence
- Ensured documentation and release notes stayed current

### Client Operations Manager

Aug 2015 - Dec 2021

Eagle Investment Systems | Wellesley, MA

- Managed communication between client business teams and Eagle technical teams
- Worked with Development teams to review engine logs for troubleshooting environment and engine issues
- Performed independent research through hands-on software testing and product documentation review across Eagle's portfolio management software suite

### Client Operations Manager

Dec 2010 - Jul 2015

State Street Corporation | Quincy, MA

- Provided critical issue/inquiry resolution and oversight for large mutual fund client
- Acted as primary point of contact on operational issues for client, internal shared service, and external audit teams
- Compiled detailed written procedures to streamline processes and increase knowledge sharing with team members

### Fund Accounting Manager

Sep 2006 - Nov 2010

State Street Corporation | Quincy, MA

- Managed team of 5 accountants and provided oversight of mutual fund accounting activities
- Responsible for quick resolution of pricing issues and trial balance impacts during nightly Net Asset Value (NAV) pricing process

### Senior Fund Accountant

Sep 2001 - Aug 2006

State Street Corporation | Quincy, MA

- Promoted from Fund Accountant to Senior in September 2004

## EDUCATION

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Society for Technical Communication | TechComm Fundamentals Bootcamp

Jul 2022

Syracuse University | Bachelor of Science in Communications

May 1999

## SKILLS

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Research | Project Management | Organization | Communication | Financial Services | Collaboration | Troubleshooting