

Maggie McFarlane

The Manager

Maggie is The Manager at Good Software. She is in charge of accomplishing business goals set by executives; being in control; having visibility into her team's processes; meeting deadlines; delivering quality; having metrics and measurability; satisfying the end user; and being recognized for success.



Work Experience

Product Manager | Good Software (June 2019 - present)

As Product Manager, I'm responsible for driving the success of our products, from conception to launch. I work with cross-functional teams to define product strategy, prioritize features, and ensure the delivery of high-quality products that meet customer needs.

Key Responsibilities:

- Define and communicate the product vision and strategy
- Collaborate with engineering, design, and marketing teams to develop product roadmaps
- Conduct market research and gather customer feedback to inform product decisions
- Work with development teams to ensure timely and successful product releases
- Analyze product performance and user feedback to drive continuous improvement

Tech Writer | Other Software (December 2016 - May 2019)

I am a talented and detail-oriented Tech Writer who is responsible for creating high-quality technical documentation and content that effectively communicates complex information to our users.

Key Responsibilities:

- Write clear, concise, and accurate content for user guides, API documentation, and release notes

Business Skills

- Strong communication and collaboration skills
- Strategic thinking and problem-solving abilities
- Market research experience
- Defining product vision and strategy
- Detail-oriented, focused on delivery
- Analytical mindset

Education & Training

- Bachelor's degree in Computer Science from University of Atlassian
- Technical writing certification
- Product management certification

- Conduct research and interviews with subject matter experts to gather technical information
 - Organize and maintain a comprehensive library of technical documentation
 - Ensure that all documentation complies with company standards and industry best practices
 - Review and edit existing documentation to improve clarity and usability
 - Stay up-to-date with tech writing trends and best practices
- Courses in market research and customer feedback gathering
 - Training in strategic thinking and problem-solving

Tech Writer | Some Other Software (November 2014 - November 2016)

In this role, I was responsible for writing and maintaining all of Some Other Software's technical documentation for a suite of 15 products.

Key Responsibilities:

- Write, organize and maintain a complete library of technical documentation for suite of 15 products
- Attend regular meetings with Product Managers and Developers to find out what was new with each product, to ensure the documentation was constantly being updated
- Write clear, concise, and accurate content for user guides, API documentation, and release notes
- Ensure that all documentation written complied with regulations and industry best practices
- Stay up-to-date with tech writing trends and best practices