

SHANNON MURDOCK

Writer & Communications Specialist

Seattle, WA | 206-406-5038 | resume@smurdock.com

Summary

Versatile and results-oriented writer with over 18 years of professional experience in crafting compelling narratives, developing user-focused content, and driving engagement through clear and impactful communication. Adept at translating complex concepts into accessible materials, managing cross-functional collaboration, and delivering high-quality content aligned with organizational goals. Passionate about storytelling, creative problem-solving, and creating meaningful connections through written communication.

Experience

City of Tacoma – Product Manager / Business Analyst III

Tacoma, WA | 2019 - 2023

- Authored and refined detailed documentation, user guides, and internal communication materials to ensure clarity and alignment across diverse teams and stakeholders.
- Partnered with cross-functional teams to translate technical requirements into accessible, user-friendly content, enabling streamlined system adoption and improved community engagement.
- Led workshops and presentations to articulate product vision and roadmaps, fostering alignment between stakeholders and technical teams.
- Collaborated with design teams to create engaging, user-focused platforms, contributing to a \$1.6M cost savings initiative.
- Developed and delivered high-impact reports and presentations for executive audiences, ensuring concise, actionable messaging.

Dell Technologies – Technical Product Owner / Product Manager

Round Rock, TX | 2002 - 2018

- Crafted detailed training materials, user guides, and multilingual content (Spanish/English) to support the successful rollout of global initiatives, including the Electronic Invoicing Solution for Mexico.
- Served as the primary author of cross-regional technical and compliance documentation, ensuring alignment with statutory and tax requirements across EMEA, LATAM, and Asia.
- Produced and delivered on-site training sessions for international teams, providing clear, engaging materials to drive adoption and compliance.
- Collaborated with legal, technical, and regional teams to ensure seamless implementation and understanding of complex regulatory requirements.
- Authored comprehensive performance reports, velocity charts, and project updates to communicate progress and align teams with strategic objectives.

Creative Projects

- **Author:** Completed a fiction novel (self-published), demonstrating storytelling expertise, creative discipline, and an ability to write engaging narratives for diverse audiences.
- **Content Creator:** Developed engaging blog posts, articles, and creative content on a freelance basis, showcasing versatility in tone, voice, and style.

Education

North Seattle College

Associate of Applied Science – Application Development |
Expected Graduation: Fall 2026

Northwestern State University

Theater Arts | August 1991 – June 1993

Louisiana School for Math, Science, and the Arts

Humanities | Minor: Arts | High School Diploma | Graduated May 1991

Certifications

Certified Scrum Master (CSM) - Scrum Alliance

Certified Scrum Product Owner (CSPO) - Scrum Alliance

Key Skills

- Creative Writing & Storytelling
- Content Creation & Editing
- Technical Writing & Documentation
- Stakeholder Communication
- Project Coordination
- Microsoft 365 (Word, Excel, PowerPoint)
- Web Authoring (HTML, CSS)
- Google Workspace (Docs, Sheets, Slides)
- Training Material Development
- Multilingual Communication (Spanish/English)