

# Anne M. Burnett

Writer & UX Design Expert

## WORK EXPERIENCE

### Outlier AI | Freelance Writer & Editor

May 2024 — Current

- Create high-quality content to train LLMs for AI chatbots and virtual assistants based on rigorous rubrics and AP standards
- Evaluate LLM responses to rectify hallucination, bias, factual inaccuracy, ethical fault, inefficiency and use case inconsistency

### Hashbang | Technical Writing Consultant

Sep 2023 - Nov 2023

- Wrote product documentation for a gaming platform admin portal
- Mapped features, user personas and task-flows

### Windstream | Content Strategy Consultant

May 2023 - July 2023

- Executed competitive analysis for residential broadband site
- Developed written copy and design recommendations

### Various | Writer & UX Consultant

Nov 2020 — Apr 2023

- UX and visual design for a gaming platform admin portal
- Sales presentation written copy, editing and design for a multi-million dollar digital property
- Content strategy analysis for solar installation site with a focus on lead generation messaging and task flow

### EagleView | Sr. UX Writer and Designer

Sep 2018 — Sep 2020

- Managed all UX copy, contextual help, alerts, Getting Started Guides, IA, verbiage standards, design specs, proposals, presentations, etc.
- Responsible for over a dozen new and legacy B2C and B2B products
- Executed data analysis of users and revenue by industry and product
- Conducted extensive user research studies (remote and field)
- Identified and categorized over 60 user personas across industries

**Adaptive Insights | UX Design Manager | 2015 – 2017**

**MoneyStream | User Experience & Design Manager | 2013 – 2014**

**Endurance Intl. Group | Interaction Design Consultant | 2013**

**State Compensation Insurance Fund | UX Design Consultant | 2013**

**VMware | User Experience Consultant | 2012**

**Apple | User Experience Consultant | 2010 – 2011**

## CONTACT

**PHONE:** 408-206-0312

**EMAIL:** [anne@aburnett.com](mailto:anne@aburnett.com)

**WEB:** [aburnett.com](http://aburnett.com)

**HOME:** Lynnwood, WA

## SKILLS

**WRITING:** Technical writing, AP style, markdown, product and user research, data analysis, information architecture, accessibility

**WEB & MOBILE:** HTML 5, CSS, content management systems (CMS), onboarding guides, walk-through and contextual help tools

**COLLABORATION:** JIRA, Confluence, Figma, Miro, Agile process, cross-functional team collaboration

**UX & DESIGN:** User studies, data analysis, Figma, Sketch, InVision, Adobe Photoshop, Illustrator

**OFFICE TOOLS:** Microsoft Word, Excel, PowerPoint

## EDUCATION

**Design Thinking Workshop**  
*IDEO / Experience Point*  
2016

**Human Computer Interface**  
*Stanford University*  
2012

**Psychology Major & Art Minor**  
*San Jose State University*  
1992 - 1995