

Björn Hallgrímsson

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[GitHub](#) | [LinkedIn](#)

Education

Technical Writer Graduate Certificate
Algonquin College, Ottawa ON

September 2024 – April 2025

Bachelor of Arts, Political Science
Carleton University, Ottawa ON

September 2013 – April 2017

Core Competencies and Qualifications

- Software Proficiency in Adobe Illustrator, Microsoft Office Suite, FrameMaker, MadCap Flare and Docker Engine
- Writing proposals, white papers, instructions and technical descriptions, software documentation and instructional design
- Ability to research and clearly organize complex information through concise and clear technical communication
- Secret (Level II) Security Clearance
- User Interaction Design (completed online introductory course offered by the Interaction Design Foundation (IXDF))

Work Experience

Technical Writer and Content Contributor
Outwitly Inc.

May 2025 – February 2026

- Collaborated with Marketing and Talent teams to produce, refine, and optimize technical and UX-related content across multiple formats
- Supported the Marketing team by assisting in the editing and refinement of the book *Design Research Mastery*, ensuring clarity, consistency, and alignment with UX research best practices

- Contributed to content and data migration efforts, restructuring and standardizing documentation to improve usability, maintainability, and discoverability
- Assisted with AI agent implementation, including content preparation, knowledge structuring, and validation to support accurate and reliable AI-generated responses
- Worked with the Talent team to edit and refine candidate resumes, improving navigability, readability, and keyword selection to enhance applicant tracking system (ATS) performance

Analyst on Contract

March 2023 – September 2023

Global Affairs Canada, Ottawa ON

- Worked within the five person Cross-Sectoral Strategy Team within the Trade Commissioners Service
- Developed knowledge products in the form of web pages, briefing material, and presentations on sectoral investment programs and circular economy models, making use of HTML and the Microsoft Office suite to produce material which reflected various programs and initiatives for promoting Canadian sectors and trade

Covid Screener and Quarantine Officer

October 2021 – July 2022

The Ottawa Hospital

- Overviewed and maintained records of every patient, visitor and contractor entering The Ottawa Hospital
- Verified the vaccination status of those entering the hospital, determining eligibility of visitors to see non-palliative patients in line with policies intended to reduce discretionary visits to departments and floors at risk of a coronavirus outbreak
- Enforced quarantine measures within units and floors in circumstances where there have been coronavirus outbreaks

Vaccination Centre Logistical Support Clerk

March 2021 – September 2021

Ottawa Public Health

- Provided assistance to patients receiving their Covid-19 Vaccinations in numerous City of Ottawa operated vaccination clinics
- Assisted in the screening of patients before entry into the clinics, directing patients to registration and to immunizers
- Ensured the health and safety of patients, including directing nurses to their attention when experiencing negative reactions and sterilizing chairs between clients

Data Entry and Mailroom Clerk
Canada Post

December 2018 – July 2020

- Assisted numerous clients and small businesses in promoting and advertising their enterprises through Canada Post
- Performed a wide range of template-based data entry and corrections on numerous invoices involving various clients and templates, including categorizing customer requests using Excel spreadsheets
- Assisted in the physical processing of mail and invoices in the mailroom for the process of record keeping, including through electronic scanning and physical filing

Supervisor, Cashier and Service Clerk
Wilson's Your Independent Grocer

June 2017 – January 2019

- Supervised cashier staff and assisted customers in their purchases, returns and other queries related to inventory and store policies
- Maintained store processes and procedures, including assisting in operations, opening and closing, counting and securing cash reserves, and assisting in training new staff members

Skills and Extracurricular Activities

- Member of Interaction Design Foundation (IxDF)
- Participated actively in scouting for 12 years
- Received acknowledgement from the Macquarie University Department of Physics and Astronomy in Sydney Australia for academic excellence in astronomy and attaining the result of Distinction
- Keen interest in cycling and recreational sailing, including keelboat racing
- Received Bronze medallion in water lifesaving training, as well as CPR
- Active member of the student body through extracurricular exercises, including the 2014 Model Parliament Program at Carleton University, Macquarie University Nordic Society
- Languages: English along with conversational French, Swedish and Spanish