

Jane Doe

Senior Lead Technical Writer

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Summary

Highly accomplished Senior Lead Technical Writer with 8+ years of experience in creating high-quality, user-centered documentation for software applications, technical systems, and complex processes. Proven track record of improving documentation quality by 30%, reducing project timelines by 25%, and increasing team productivity by 40%. Skilled in leadership, technical writing, editing, and content strategy.

Experience

Senior Technical Writer

Jan 2018 - Present

ABC Corporation

New York, USA

ABC Corporation is a leading provider of cloud-based software solutions.

- Lead a team of 4 technical writers to develop and maintain documentation for a cloud-based software application, resulting in a 25% increase in customer satisfaction
- Collaborate with cross-functional teams, including engineering, product management, and QA, to ensure accurate and timely documentation delivery, reducing project timelines by 20%
- Develop and implement a content strategy that increased website traffic by 50% and reduced support tickets by 30%
- Mentor junior writers and provide feedback on their work, resulting in a 40% improvement in their writing quality

Technical Writer

Jun 2015 - Dec 2017

DEF Startups

San Francisco, USA

DEF Startups is a innovative mobile application development company.

- Created and maintained documentation for a mobile application, resulting in a 40% increase in customer engagement
- Worked with the development team to identify and document technical issues, reducing bug reports by 25%
- Developed and implemented a style guide that improved consistency in documentation by 30%
- Collaborated with the marketing team to create user-centered content, resulting in a 20% increase in sales

Strengths

Leadership

Proven ability to lead teams and mentor junior writers

Technical Writing

Skilled in creating high-quality, user-centered documentation for software applications and technical systems

Content Strategy

Experienced in developing and implementing content strategies that drive business results

Skills

Technical Writing

Content Strategy

Leadership

Editing

Project Management

Communication

Collaboration

Problem-Solving

Time Management

Adaptability

Languages

English

Native

Education

Bachelor of Arts

Sep 2010 - Jun 2014

Stanford University

Stanford, USA

English

3.5

Certificates

Certified Technical Writer

2016

Society for Technical
Communication

Certified Technical Writer (CTW)
certification

Awards

Best Technical Writer

2019

ABC Corporation

Awarded Best Technical Writer at ABC
Corporation

References

John Doe, Manager
Supervisor
john.doe@abccorporation.com

Jane Smith, Technical Writer
Colleague
jane.smith@defstartups.com

| Hobbies

Reading
Writing
Hiking