

Emily Chen

Cloud Writer

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Summary

Highly skilled Cloud Writer with 5+ years of experience in creating technical documentation for cloud-based products and services, proficient in AWS, Azure, and Google Cloud, with a strong background in computer science and a proven track record of delivering high-quality documentation on time.

Experience

Senior Technical Writer

Jan 2020 - Present

CloudTech Inc.

San Francisco, CA

Create and maintain technical documentation for cloud-based products and services, including user guides, release notes, and API documentation.

- Develop and implement a documentation strategy that increased user engagement by 25% and reduced support tickets by 30%
- Collaborate with cross-functional teams, including engineering, product management, and marketing, to ensure accurate and consistent documentation
- Conduct research and interviews with subject matter experts to create high-quality, engaging content that meets the needs of diverse audiences
- Manage and maintain a documentation repository with over 500 articles, ensuring 99.9% uptime and accessibility

Technical Writer

Jun 2018 - Dec 2019

TechDocs Ltd.

New York, NY

Created and edited technical documentation for software applications, including user manuals, release notes, and online help systems.

- Developed and implemented a style guide that improved documentation consistency by 40% and reduced editing time by 20%
- Worked with development teams to create API documentation, resulting in a 95% reduction in API-related support tickets
- Conducted user research and testing to identify areas for improvement and inform documentation development
- Collaborated with designers to create visual aids, such as diagrams and screenshots, to enhance documentation clarity and engagement

Strengths

Cloud Computing

Proven expertise in cloud-based technologies, including AWS, Azure, and Google Cloud, with a strong understanding of cloud architecture, migration, and security.

Technical Writing

Highly skilled in creating technical documentation, including user guides, release notes, and API documentation, with a focus on clarity, concision, and accuracy.

Skills

AWS

Azure

Google Cloud

Technical Writing

API Documentation

User Research

Content Strategy

Collaboration

Communication

Languages

English

Native

Education

Bachelor of Science

Sep 2014 - Jun 2018

Stanford University

Stanford, CA

Computer Science

3.8/4.0

Certificates

AWS Certified Technical Writer

Mar 2020

AWS

Demonstrated expertise in creating technical documentation for AWS services and products.

Awards

Cloud Writer of the Year

Jan 2022

CloudTech Inc.

Recognized for outstanding contributions to cloud-based technical documentation and leadership in the technical writing community.



References

Jane Doe

Manager, Technical Writing

Supervisor jane.doe@cloudtech.com



Hobbies

Reading

Hiking