Emily Chen

Technical Writer Intern

✉ emily.chen@email.com
📞 123-456-7890
📍 San Francisco, USA
🌐 emilychen.com
in linkedin.com/in/emilychen
🔖 emilychen.github.io

Summary

Highly motivated and detail-oriented Technical Writer Intern with a strong passion for creating high-quality documentation. Proficient in a range of technical writing tools and software, with a solid understanding of industry-standard styles and guidelines.

Experience

Technical Writing Intern
Jun 2022 - Aug 2022

ABC Corporation
New York, USA

Assisted in the development and maintenance of technical documentation for software applications, resulting in a 25% increase in user engagement and a 30% reduction in support queries.

- Researched and created high-quality technical content, including user manuals, guides, and release notes
- Collaborated with cross-functional teams, including engineering, product management, and QA to ensure accurate and up-to-date documentation
- Utilized industry-standard tools, such as MadCap Flare and Adobe FrameMaker, to create and publish documentation
- Conducted usability testing and gathered feedback to improve documentation quality and user experience
- Developed and maintained a comprehensive style guide to ensure consistency across all documentation

Content Writing Intern
Jan 2022 - May 2022

DEF Agency
Chicago, USA

Created engaging and informative content for various clients, resulting in a 40% increase in website traffic and a 20% increase in social media engagement.

- Researched and wrote high-quality content, including blog posts, articles, and social media posts
- Conducted interviews with subject matter experts to gather information and insights
- Utilized SEO best practices to optimize content for search engines and improve visibility
- Collaborated with designers and developers to create visually appealing and user-friendly content
- Edited and proofread content to ensure accuracy, clarity, and consistency

Strengths

Attention to detail

Highly detail-oriented and organized, with a strong ability to focus on multiple projects simultaneously

Communication skills

Excellent written and verbal communication skills, with the ability to effectively collaborate with cross-functional teams

Skills

- Technical writing
- Content creation
- MadCap Flare
- Adobe FrameMaker
- SEO
- Project management
- Team collaboration

Languages

English — Native

Education

Bachelor of Arts

Sep 2018 - May 2022

University of California, Berkeley
Berkeley, USA

English — 3.5/4.0

Certificates

Certified Technical Writer

Jun 2022

Society for Technical Communication

Completed a comprehensive certification program in technical writing, covering topics such as documentation design, content creation, and project management

Awards

Best Technical Writing Project

May 2022

University of California, Berkeley

Received an award for outstanding technical writing project, recognizing excellence in documentation design, content creation, and overall quality

References

Jane Doe

Technical Writing Manager

Supervisor   jane.doe@abccorp.com

Hobbies

Reading

Hiking