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SARAH JOHNSON

Technical writer with experience developing comprehensive technical documentation, collaborating with technical staff to translate complex concepts into user-friendly content, and reviewing and editing documents for accuracy and consistency. Holds a master's degree in professional writing and multiple certifications, including CPTC.

KEY SKILLS

- Technical documentation software
- Technical writing and editing
- User-friendly content development

EDUCATION

BA in English
UNIVERSITY OF CALIFORNIA, Berkeley, California

BS in Technical Communication
MICHIGAN TECHNOLOGICAL UNIVERSITY, Houghton, Michigan

MS in Professional Writing
NEW YORK UNIVERSITY, New York, New York

PROFESSIONAL EXPERIENCE

Technical Writer
Microsoft, Redmond, Washington | June 2023 to present

- Developed over 50 comprehensive user manuals and online help documents for various software products, improving UX and reducing customer support queries by 30%
- Collaborated with a team of software developers and product managers to understand complex technical concepts and translated them into easy-to-understand language for end-users
- Reviewed and edited over 100 existing technical documents for accuracy and consistency, ensuring adherence to Microsoft's style guide and industry best practices

PROFESSIONAL DEVELOPMENT

- CPTC, Society for Technical Communication
- CTW, American Medical Writers Association
- MCAAEA, Microsoft