



SELENA RAMIREZ

A highly skilled technical writer with a master's degree in professional writing and dual bachelor's degrees in English and technical communication. Proven experience developing, maintaining, and editing technical documentation for industry leaders such as IBM and Amazon, with a demonstrated ability to collaborate effectively with cross-functional teams.

KEY SKILLS



- Document review and editing
- Efficiency improvement
- SME collaboration

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 | IBM, New York, NY
January 2019 to present

- Developed and maintained over 50 technical documents, including user manuals, help files, and how-to guides, improving user understanding and product usability
- Collaborated with cross-functional teams of software developers, engineers, and product managers to gather and understand product information, resulting in accurate and comprehensive documentation
- Reviewed and edited technical documents for accuracy, clarity, and quality, ensuring information is easily understandable and usable for the target audience

Junior Technical Writer | Amazon, Seattle, WA
June 2017 to December 2018

- Created and updated over 30 technical documents, such as user manuals and help files, enhancing UX and product efficiency
- Worked closely with technical teams to understand product details, leading to the production of accurate and detailed documentation
- Reviewed and edited technical documents, ensuring clarity, accuracy, and high-quality presentation of information

PROFESSIONAL DEVELOPMENT



- CPTC, Society for Technical Communication
- CTW, TechWriter Certification
- Microsoft Certified: Azure Technical Writer Associate (MCATA), Microsoft