JASON LEE

A dedicated software technical writer with over seven years of experience creating comprehensive documentation for software products. Proficient in API documentation, software development lifecycle (SDLC) processes, and integrating feedback from developers and product managers to produce user-centric content.

Contact

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Key skills

- API and SDK documentation
- Software lifecycle documentation
- Agile methodology collaboration
- Usability testing
- Markdown, Git, and Confluence

Education

- Bachelor of Science (B.S.) in Computer Science

  UNIVERSITY OF WASHINGTON, Seattle, WA

  May 2015

Professional Experience

SOFTWARE TECHNICAL WRITER | CLOUDEDGE SOLUTIONS, SEATTLE, WA

MARCH 2018 – PRESENT

- Authored and maintained API documentation for a cloud-based platform, enhancing developer satisfaction by 25%.
- Collaborated with agile development teams to create user guides and release notes for frequent software updates.
- Conducted usability testing for technical documentation, incorporating feedback to improve clarity and accessibility.

TECHNICAL WRITER | DATAFLOW SYSTEMS, BELLEVUE, WA

JUNE 2015 – FEBRUARY 2018

- Developed installation guides and troubleshooting manuals for enterprise software products, reducing customer support tickets by 30%.
- Worked closely with software engineers to ensure accurate representation of technical details.
- Created internal documentation to streamline team workflows and improve onboarding for new developers.

Certifications

- Certified Professional Technical Communicator (CPTC) | 2016
- Advanced API Technical Writing Certification | 2017