SARAH
JOHNSON

CONTACT

📞 (123) 456-7890

✉ email@example.com

✳ LinkedIn | Portfolio

🪪 Philadelphia, PA 12345

KEY SKILLS

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

PROFESSIONAL DEVELOPMENT

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

ABOUT ME

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.

PROFESSIONAL EXPERIENCE

Technical Writer

Microsoft, Redmond, Washington | June 2023 - 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

EDUCATION

BA in English

University of California, Berkeley, California

Bachelor of Science (BS) in Technical Communication

Michigan Technological University, Houghton, Michigan

Master of Science (MS) in Professional Writing

New York University, New York, NY