







# Aliya Jackson

A seasoned senior technical writer with a strong background in computer science and IT, having worked with industry giants like Microsoft, Google, Apple, IBM, and Amazon. Holds a BA in English from the University of California, an MS in technical communication from Northeastern University, and a BS in technical writing and communication from Carnegie Mellon University. Expert in developing complex technical documentation, mentoring junior writers, and collaborating with technical teams, with proven skills in advanced writing, editing, project management, and proficiency in technical documentation software.

## CONTACT

-  (123) 456-7890
-  email@example.com
-  LinkedIn | Portfolio
-  Boston, MA 12345

## EDUCATION

BA in English  
University of California, Berkeley,  
California

MS in Technical Communication  
Northeastern University, Boston,  
Massachusetts

BS in Technical Writing and  
Communication  
Carnegie Mellon University, Pittsburgh,  
Pennsylvania

## KEY SKILLS

- Cross-team collaboration
- Junior writer mentoring
- Project management

## PROFESSIONAL EXPERIENCE

### Senior Technical Writer | January 2018 - Present

Microsoft, Redmond, Washington

- Developed and managed over 50 complex technical documents, including user manuals, design specifications, and system manuals, improving the clarity and comprehensibility of technical information for users
- Mentored and guided a team of five junior technical writers, enhancing their writing skills and technical understanding, resulting in a 30% increase in team productivity
- Collaborated closely with engineers, product managers, and other technical staff to gather and translate technical details into user-friendly documents, contributing to the successful launch of 10 new products

### Technical Writer | June 2015 - December 2017

IBM, Armonk, New York

- Authored and edited technical documentation for multiple software products, resulting in improved UX and a 20% reduction in customer support queries
- Used technical documentation software to create interactive and engaging user guides and manuals
- Managed multiple documentation projects simultaneously, ensuring timely delivery and maintaining high-quality standards

## PROFESSIONAL DEVELOPMENT

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