



Raymond Ortiz

A seasoned technical writer with a strong background in computer science and IT, having worked with industry giants like Microsoft, IBM, and others. Holds a master's degree in professional writing and dual bachelor's degrees in English and technical communication, coupled with certifications in professional technical communication and Azure artificial intelligence (AI) engineering. Proven track record in developing complex technical documentation, collaborating with technical teams, conducting usability studies, and translating technical jargon into layman's terms, resulting in improved user experience (UX) and product usability.

CONTACT

 (123) 456-7890

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KEY SKILLS

- Team collaboration
- Technical publication standards
- Usability studies

PROFESSIONAL EXPERIENCE

January 2018 - Present

Senior Technical Writer | Microsoft | Redmond, WA

- Developed and managed over 50 complex technical documents, including user manuals, online help, and other supporting documents, resulting in a 30% reduction in call rates to the help desk
- Collaborated effectively with a team of over 20 technical staff to simplify product instructions, leading to improved UX and product usability
- Conducted and led over 10 usability studies to improve the design and delivery of documentation, incorporating user feedback and making necessary adjustments to enhance document clarity and comprehension

January 2017 - December 2017

Technical Writer | IBM | Armonk, NY

- Created and maintained a wide range of technical documents, translating complex technical jargon into layman's terms, which improved customer understanding and satisfaction
- Demonstrated proficiency in using publishing tools to create high-quality technical publications, adhering to industry standards
- Worked closely with the technical team to understand the information needs of the users and developed appropriate documentation, resulting in a 20% increase in user engagement

EDUCATION

BA in English

University of California, Los Angeles, CA |

Bachelor of Science (BS) in Technical Communication

Michigan Technological University, Houghton, MI |

Master of Science (MS) in Professional Writing

New York University, New York, NY |

PROFESSIONAL DEVELOPMENT

CPTC, Society for Technical Communication

CTW, American Medical Writers Association

Microsoft Certified: Azure AI Engineer Associate (MCAAEEA), Microsoft