

Fiona Kim

User Documentation Writer

I am a focused user documentation writer with over five years of experience producing clear, concise manuals and guides for software products. I specialize in translating technical concepts into language that end-users easily understand.

Contact



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LinkedIn



Seattle, WA 98101

Education

- BA in English

University of Washington,
Seattle, WA – Graduated May
2012

- MS in Professional Writing

Seattle University, Seattle, WA
– Graduated May 2014

Key Skills

- User Manual Development
- Clear Communication
- Content Editing
- Technical Translation
- Collaboration with Developers

Professional Experience

USER DOCUMENTATION WRITER | SOFTSOLUTIONS, SEATTLE, WA
MARCH 2015 – PRESENT

- Created user manuals and quick-start guides that improved customer satisfaction by 25%.
- Collaborated with developers to ensure technical accuracy.
- Regularly updated documentation to reflect software changes.

TECHNICAL WRITER | TECHDOCS, SEATTLE, WA
JUNE 2012 – FEBRUARY 2015

- Authored and revised technical content for software products.
- Streamlined documentation processes to improve clarity and consistency.
- Assisted in training new users through instructional guides.

Certifications

CPTC