

Isaac Turner

Product Technical Writer

I am a dedicated product technical writer with over six years of experience creating detailed documentation for consumer electronics and software products. I specialize in user manuals, product guides, and troubleshooting documentation that enhance usability and customer satisfaction.

CONTACT



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LinkedIn



San Diego, CA 92101

EDUCATION

BS in Technical Communication
San Diego State University, San Diego, CA – Graduated May 2013

MS in Professional Writing
San Diego State University, San Diego, CA – Graduated May 2015

KEY SKILLS

- Product Documentation
- Troubleshooting Guides
- User Manuals
- Customer-Centric Communication
- Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

PRODUCT TECHNICAL WRITER | TECHGEAR INC., SAN DIEGO, CA
MARCH 2016 – PRESENT

- Authored and maintained user manuals and product guides, reducing support calls by 20%.
- Collaborated with engineering teams to ensure technical accuracy.
- Updated documentation in line with product revisions, improving customer satisfaction.

TECHNICAL WRITER | INNOVATECH, SAN DIEGO, CA
JUNE 2013 – FEBRUARY 2016

- Created comprehensive documentation for software products, including installation guides and FAQs.
- Worked with product teams to capture and clarify technical details.
- Streamlined the update process, reducing turnaround time by 15%.

CERTIFICATIONS

- CPTC