

Katherine Brooks

Documentation Manager

I am a seasoned documentation manager with over eight years of experience overseeing technical writing teams and ensuring high-quality output. I excel at project management, cross-department collaboration, and process improvements that streamline documentation workflows.

EDUCATION



BA in English

University of Washington, Seattle, WA – Graduated May 2008

MS in Technical Communication

Seattle University, Seattle, WA – Graduated May 2010

KEY SKILLS



- Team Leadership
- Project Management
- Content Quality Control
- Process Improvement
- Cross-Department Collaboration

PROFESSIONAL EXPERIENCE



Documentation Manager | TechDocs Inc., Seattle, WA, January 2013 – Present

- Managed a team of 10 technical writers to produce over 150 documents annually.
- Implemented quality control processes that improved documentation accuracy by 30%.
- Coordinated with product and engineering teams for timely updates.

Senior Technical Writer | InfoTech Solutions, Seattle, WA, June 2008 – December 2012

- Developed and edited technical documents, reducing support calls by 20%.
- Mentored junior writers and streamlined documentation processes.
- Collaborated with multiple departments to ensure comprehensive coverage.

CERTIFICATIONS



- CPTC
- Certified Documentation Professional