

Jason Lee

Software Technical Writer

I am a dedicated software technical writer with over seven years of experience creating comprehensive documentation for software products. I specialize in API documentation, the software development lifecycle, and translating complex technical details into user-friendly content.

CONTACT

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KEY SKILLS

- API and SDK Documentation
- SDLC Documentation
- Agile Collaboration
- Usability Testing
- Markdown and Confluence

PROFESSIONAL EXPERIENCE

SOFTWARE TECHNICAL WRITER | CLOUDEDGE SOLUTIONS, SEATTLE, WA
MARCH 2018 – PRESENT

- Authored and maintained API documentation, increasing developer satisfaction by 25%.
- Collaborated with agile teams to create user guides and release notes.
- Conducted usability tests to improve documentation clarity.

TECHNICAL WRITER | DATAFLOW SYSTEMS, BELLEVUE, WA
JUNE 2015 – FEBRUARY 2018

- Developed installation guides and troubleshooting manuals, reducing support tickets by 30%.
- Collaborated with engineers to ensure technical accuracy.
- Streamlined internal documentation processes for improved onboarding.

EDUCATION

- BS in Computer Science
University of Washington, Seattle, WA – Graduated May 2015

CERTIFICATIONS

CPTC, Advanced API Technical Writing Certification