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LinkedIn

KEY SKILLS

- Team Collaboration
- Technical Publication Standards
- Usability Studies

Raymond Ortiz

Technical Writer

I am a seasoned technical writer with a strong computer science and IT background, having worked with industry giants like Microsoft and IBM. I excel at developing complex technical documentation, collaborating with engineering teams, and translating technical jargon into clear, user-friendly content.

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER

MICROSOFT, REDMOND, WA | JANUARY 2018 – PRESENT

- Developed and managed over 50 technical documents, reducing help desk call rates by 30%.
- Collaborated with a team of 20 technical staff to simplify product instructions, improving user experience.
- Conducted usability studies to refine documentation and enhance clarity.

TECHNICAL WRITER

IBM, ARMONK, NY | JANUARY 2017 – DECEMBER 2017

- Authored and maintained documentation that improved customer understanding and reduced support queries by 20%.
- Employed industry-standard publishing tools to create high-quality content.
- Worked closely with product teams to ensure accuracy in technical details.

EDUCATION

BA in English

University of California, Los Angeles, CA – Graduated May 2008

BS in Technical Communication

Michigan Technological University, Houghton, MI – Graduated May 2006

MS in Professional Writing

New York University, New York, NY – Graduated May 2010

PROFESSIONAL DEVELOPMENT

CPTC, Society for Technical Communication

CTW, American Medical Writers Association

Microsoft Certified: Azure AI Engineer Associate