





Brianna Scott

IT Technical Writer

I am an IT technical writer with over six years of experience producing detailed documentation for software and hardware products. I work closely with IT teams to transform complex technical concepts into clear, accessible user guides and system documentation.

CONTACT

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EDUCATION

BS in Information Technology
University of Texas, Austin, TX –
Graduated May 2012

MS in Technical Communication
Texas State University, San Marcos,
TX – Graduated May 2014

KEY SKILLS

- IT Documentation
- Technical Editing
- User Guides and Manuals
- Collaboration with IT Teams

PROFESSIONAL EXPERIENCE

IT Technical Writer | TechSystems Inc., Austin, TX
February 2015 – Present

- Produced and maintained documentation for IT systems, reducing support calls by 25%.
- Collaborated with engineers to create clear installation and troubleshooting guides.
- Led document review sessions to ensure quality and consistency.

Technical Writer | SoftWorks, Austin, TX
June 2012 – January 2015

- Created user manuals and online help content for IT products.
- Updated documentation regularly based on product updates.
- Coordinated with product teams to capture key technical details.

CERTIFICATIONS

CPTC, Society for Technical Communication