

# Eric James

## Online Help Documentation Specialist

I am a dedicated online help documentation specialist with over six years of experience creating user-friendly digital help content. I excel at translating complex technical information into easily navigable online systems that reduce support inquiries.

### Contact



(555) 654-9870



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LinkedIn



Los Angeles, CA 90017

### Education

- BA in English

University of California, Los Angeles, CA – Graduated May 2010

- BS in Technical Communication

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

### Key Skills

- Online Help System Development
- User Guide Creation
- Content Management
- Digital Documentation Tools
- Usability Testing

### Professional Experience

ONLINE HELP DOCUMENTATION SPECIALIST | WEBASSIST INC., LOS ANGELES, CA  
FEBRUARY 2015 – PRESENT

- Developed online help systems that reduced support inquiries by 30%.
- Collaborated with software developers to create interactive help guides and FAQs.
- Conducted usability tests to ensure clarity and ease of use.

TECHNICAL WRITER | INFODOCS, LOS ANGELES, CA  
JUNE 2008 – JANUARY 2015

- Created comprehensive online help content for various software products.
- Updated documentation based on user feedback and software updates.
- Streamlined the documentation process, improving turnaround time by 20%.

### Certifications

CPTC

Technical Documentation Certification