

AJ

Aliya Jackson

Senior Technical Writer

I am a seasoned senior technical writer with extensive experience working with industry leaders like Microsoft, Google, and IBM. I excel at developing complex documentation, mentoring junior writers, and collaborating with engineering teams to produce clear, concise content that enhances user understanding.



Boston, MA 12345



(123) 456-7890



email@example.com



LinkedIn

KEY SKILLS

- Cross-Team Collaboration
- Mentoring Junior Writers
- Project Management

PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER | MICROSOFT, REDMOND, WA
JANUARY 2018 – PRESENT

- Developed and managed over 50 complex documents, reducing support queries by 30%.
- Mentored five junior writers, increasing team productivity by 30%.
- Collaborated with product managers and engineers to deliver documentation for 10+ new products.

TECHNICAL WRITER | IBM, ARMONK, NY
JUNE 2015 – DECEMBER 2017

- Authored and edited documentation that reduced customer support queries by 20%.
- Utilized advanced tools to create interactive user guides.
- Managed multiple projects concurrently while maintaining high quality.

EDUCATION

- BA in English
University of California, Berkeley, CA – Graduated May 2006
- BS in Technical Writing and Communication
Carnegie Mellon University, Pittsburgh, PA – Graduated May 2004
- MS in Technical Communication
Northeastern University, Boston, MA – Graduated May 2008

CERTIFICATIONS

CPTC, Society for Technical Communication

CTW, American Medical Writers Association

MCAAEA, Microsoft

