

Emily J. Miller

Technical Writer

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SUMMARY

Highly skilled Technical Writer with 5+ years of experience in creating user-centered documentation for software applications, resulting in a 30% increase in customer satisfaction and a 25% reduction in support requests.

SKILLS

- Technical Writing
- Documentation Development
- Content Management
- Collaboration and Communication
- Research and Analysis
- Project Management
- HTML/CSS
- XML
- MadCap Flare
- Adobe Creative Suite
- Microsoft Office

EXPERIENCE

Senior Technical Writer

Jan 2018 - Present

ABC Corporation

New York, NY

Create and maintain high-quality documentation for complex software applications, including user manuals, release notes, and technical guides.

- Develop and implement a documentation strategy that aligns with business objectives, resulting in a 40% increase in documentation quality and a 20% reduction in documentation time.
- Collaborate with cross-functional teams, including software development, quality assurance, and product management, to ensure documentation is accurate and up-to-date.
- Conduct research and analyze data to identify areas for improvement in documentation, resulting in a 15% increase in customer engagement and a 10% reduction in customer complaints.

Technical Writer

Jun 2015 - Dec 2017

DEF Startups

San Francisco, CA

Created and maintained documentation for software applications, including user guides, API documentation, and release notes.

- Developed and maintained a documentation portal, resulting in a 50% increase in documentation accessibility and a 30% reduction in documentation errors.
- Collaborated with software development teams to ensure documentation is accurate and up-to-date, resulting in a 25% increase in documentation quality and a 15% reduction in documentation time.

EDUCATION

Bachelor of Arts

Sep 2010 - Jun 2014

Stanford University

Stanford, CA

English

3.5/4.0