

Jane Doe

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(098) 876-5432

SENIOR TECHNICAL WRITER

- Skilled technical writer with financial services expertise. Experience writing lending and investments on-line help policy and procedures including documentation of the systems associated with these lines of business.
- Resourceful self-starter with excellent computer, project management and analytical skills.
- Unique ability to translate technical concepts and language into user-friendly copy with a clear and accurate writing style. Strong interviewing skills.
- Demonstrated ability learning new subject matter quickly and handling multiple projects, from outline to finished product, under tight deadlines.

Areas of Expertise:

- RoboHelp, AuthorIt, MS Word, Dreamweaver, Adobe Acrobat, Adobe Designer, Visio, PowerPoint, Excel, Paint Shop Pro, Snag It.
- Policies and procedures
- Online help manuals
- Web content management
- Systems documentation
- Project management
- Forms

EMPLOYMENT HISTORY

Senior Technical Writer, Major Financial Services Company, Anytown, ST
February 2006 – Present

- As the sole technical writer supporting a firm with more than 1,300 employees, initiated and completed the migration of over 800 pages of documentation from a vendor-supported Web site to an internally supported on-line help guide, saving the company \$14,000/month.
- Developed and implemented several process improvements to department styles and standards, mentored junior associates, edited documentation prepared by co-workers, analyzed policy and procedures data to identify gaps and classify content.
- Developed, wrote and managed content for Major Financial Services Company Web site and Intranet.

Writer and Project Manager , Important Mortgage Company, Anytown, ST
June 2002 – February 2006

- Completed on-line policy and procedure documentation for several departments. This included data analysis, client interviews, timeline development, and management of the approval process and the publishing of updates.
- Analyzed systems specifications to develop procedures published with system roll-out.
- Managed documentation projects from initial concept and planning through final publishing, including on-line help.
- Developed and maintained policy and procedure operations documentation for Mortgage Lending department, including fee tracking, interest payments and loan covenants. Managed the loan documentation process with developers and outside counsel.

EDUCATION

- B.A. Journalism (2002) with concentration in Psychology from University of State, City
- Technical Writing Certificate, State University, City