**TECHNICAL WRITER RESUME WORK EXPERIENCE**

**ESCHOOL SOLUTIONS, INC., Orlando, FL**

**Technical Writer, September 20XX–present**

* Develop, maintain and publish end-user documentation for 3+ software systems
* Produce 200-page system operator, administrator, user, and system description manuals
* Analyze highly complex technical and functional specifications to determine audience and documentation solutions
* Reduce volume of a dated 900+ page orientation guide to 400 by removing redundancy
* Collaborate with 15+ subject matter experts to develop knowledge and understanding of product operations and best practices
* Interact with technical team members such as developers, quality assurance team, and system/software architects

**FIRST DATA CORPORATION, Orlando, FL**

**Technical Writer, July 20XX–August 20XX**

* Created all end-user guides for 10+ flagship technical products
* Composed 90,000+ words of end-user documentation for multiple technical products such as employee management, electronic registration, and analytical systems
* Increased end-user satisfaction by 15% and receive positive feedback for quality documentation, clarity, and work process
* Delivered internal training on system enhancements to other departments including customer care, escalations team, and trainers
* Mentored 5+ newly hired technical writers in technical research and writing process