

JESSE KENDALL

Technical Writer

LOCATION: 123 Elm Street, Miami, FL 33183

EMAIL: jkendall@notmail.com | TELEPHONE: (305) 555-5555 | MOBILE: (305) 444-4444

PROFESSIONAL PROFILE

Have a deep passion for both verbal and written communications, create compelling and influential presentations, and have a keen edge for meticulous research. Highly skilled and ambitious technical writer with high qualification in the sphere of technical writing, especially in the development of technical instructions and keen on following standard operating procedures. Have tremendous leadership skills that make effective problem solving under high pressure and strict deadlines possible. Easily interact with people regardless of background, culture, professional level.

CAREER HIGHLIGHTS

ABC INFORMATION TECHNOLOGIES,

Miami, FL, Senior Technical Writer – Contract

2015 to 2017

RESPONSIBILITIES

- I established technical, training, and help documentation supporting software/ hardware projects for a company providing solutions to businesses, the telecommunications industry, governmental agencies, and the military.
- I created tools for online assistance as well as GUI designs that supported projects for the company's core business lines.
- I developed as well as tested test scripts as I examined user interfaces and remediated issues with a development team.

ACHIEVEMENTS

- I actively improved the new hire learning curves through the implementation of a Knowledge Tree that supported the company's website.
- I delivered an online help tool for a control center that supported the audio, video, and data feeds on time features under the prescribed budget.
- I harmonized interdepartmental practices through the creation and dissemination of a company Style Guide.

BCD COMMUNICATIONS, Miami, FL,

Senior Technical Writer – Contract

2013 to 2015

RESPONSIBILITIES

- Planned, authored, and coded HTML-based help systems supporting Web applications for a leading provider of telephone directory services.
- Gathered requirements, mapped frameworks, and created reference and help documents. Analyzed GUI process flows to improve navigability and usability.
- I conceptualized, introduced and implemented logical and spatial restructuring.

ACHIEVEMENTS

- Improved quality of coded products and reduced resources spent on post-development “bug fixes” by introducing the practices of user interviews, rapid prototyping/ testing, and task analysis throughout the development process.
- Aided development of departmental editing and Web publishing best practices.

CDE FOOD STORES, Miami

, FL, Technical Writer

2011 to 2013

RESPONSIBILITIES

- I developed as well as maintain all the necessary training materials for associate and managerial level training classes.
- Conducted training courses for new hire orientation, workplace safety, customer service, and numerous department-specific needs.
- I actively scheduled trainees and new employees into the Management Program.

ACHIEVEMENTS

- Recruited to a full-time position following a successful internship.
- Performed needs analysis and designed a new class for Customer Service Desk associates.
- Revamped three-day Cashier training class as a result of needs analysis.
- Assisted in designing Western Union compliance training.
- Created training manual for temporary cashiers in preparation of possible strike.
- Assisted with all store openings and coordinated training delivery for new employees.
- Earned Above and Beyond Award in September 20XX.

EDUCATION & QUALIFICATIONS

XYZ University, Miami, FL

Bachelor's Degree in Computer Science | Class of 2008

Graduated top of the class with the aforementioned degree leading up to the first professional work.

XYZ College, Miami, FL

Associate's Degree in English | Class of 2005

Achieved academic success in the same, thus leading up to higher education at XYZ University.

CORE SKILLS

- In-depth grasp on technology.
- Exceptional research and writing skills.
- Skills in graphical software.
- Problem-solving and troubleshooting techniques.
- Seamless ability to work with SMEs.

LANGUAGES

English ? Italian ? Chinese ? Spanish ? Japanese

HOBBIES & INTERESTS

Hiking ? Photography ? Cooking ? Gardening ? Dance

INDUSTRY REFERENCES

Industry references are available upon request.