

Jordan A. Smith

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Acme Corporation

RE: Internship Technical Writer

Dear Hiring Manager,

I am writing to express my enthusiasm for the Internship Technical Writer position at Acme Corporation, which I discovered on your careers page. With a strong foundation in technical writing and a keen interest in developing clear, concise documentation, I am excited about the opportunity to contribute to your team and support your mission of delivering innovative solutions.

During my time as a communication intern at XYZ Tech, I successfully revamped the user manual for one of our flagship products, which led to a 30% reduction in customer support queries. By conducting user interviews and collaborating closely with the engineering team, I identified gaps in the existing documentation and created a new format that improved usability. Additionally, I authored a series of online help articles that enhanced our knowledge base, resulting in increased user engagement and positive feedback from customers.

Moreover, I have honed my skills in utilizing various content management systems and authoring tools, such as MadCap Flare and Adobe RoboHelp. My coursework in technical communication also equipped me with a solid understanding of best practices in usability and accessibility, which I applied in a group project to develop a comprehensive guide for a software application. This experience taught me the importance of audience analysis and iterative feedback in crafting effective documentation.

I am eager to bring my skills and passion for technical writing to Acme Corporation. I am confident that my proactive approach and commitment to quality will make a positive impact on your team. I look forward to the opportunity to discuss how I can contribute to your projects and enhance user experience. Thank you for considering my application.

Sincerely,

Jordan A. Smith