

Amina J. Rahman

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SUMMARY

Detail-oriented Mid Level Technical Writer with over 5 years of experience in producing high-quality documentation for software products. Proven ability to collaborate with cross-functional teams to deliver user-friendly technical content that enhances user experience and supports product adoption.

EXPERIENCE

Technical Writer

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Developed and maintained user manuals and online help systems, improving user satisfaction scores by 25%.
- Collaborated with product managers and software engineers to create clear and concise release notes, reducing onboarding time by 15%.
- Implemented a new documentation process that decreased review times by 30%, expediting publication cycles.

Junior Technical Writer

Jun 2018 - Dec 2021

Software Solutions LLC, Los Angeles, CA

- Authored and edited over 100 technical documents including API documentation, user guides, and system requirements specifications.
- Improved documentation quality by 40% through user testing and feedback integration.
- Assisted in the development of training materials that increased product training efficiency for new hires by 20%.

Content Writer

Jan 2017 - May 2018

Digital Media Corp., Los Angeles, CA

- Created and managed content for technical blogs and newsletters, increasing readership by 50%.
- Worked closely with the design team to ensure cohesive messaging across all platforms.
- Participated in a project to audit existing content that resulted in a 15% reduction in customer support inquiries.

EDUCATION

Bachelor of Science in Technical Communication

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Technical Writing, User Experience (UX), Content Management Systems (CMS), API Documentation

Tools & Frameworks: MadCap Flare, Adobe FrameMaker, Microsoft Word, Confluence