

Aisha Patel

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SUMMARY

Detail-oriented Technical Writer with over 5 years of experience in creating user-friendly documentation for complex software applications. Proven ability to collaborate with cross-functional teams and deliver high-quality content that improves user experience and reduces support costs.

EXPERIENCE

Senior Technical Writer

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Led a project to overhaul user documentation, resulting in a 30% reduction in support tickets over six months.
- Developed and implemented a new documentation style guide that improved consistency across all product documentation.
- Collaborated with engineering teams to create API documentation that increased developer satisfaction by 40%.

Technical Writer

Jun 2018 - Dec 2021

Cloud Solutions LLC, San Jose, CA

- Authored over 100 user manuals and online help articles, which enhanced user onboarding and reduced training time by 25%.
- Utilized MadCap Flare and Adobe Technical Communication Suite to create comprehensive online help systems.
- Streamlined the documentation process, decreasing project turnaround time by 15%.

Junior Technical Writer

Aug 2016 - May 2018

Software Development Corp., Mountain View, CA

- Assisted in the creation of product documentation that contributed to a 20% increase in customer satisfaction scores.
- Participated in agile development cycles, providing on-the-fly documentation updates.
- Conducted user testing sessions to gather feedback on documentation usability, leading to actionable improvements.

EDUCATION

Bachelor of Science in Technical Communication

May 2018

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

SKILLS

Technical Skills: Technical Writing, API Documentation, Content Management Systems, User Experience Design

Tools & Frameworks: MadCap Flare, Adobe FrameMaker, Confluence, Git