



MICHAEL ANDERSON

LEAD TECHNICAL WRITER

CONTACT

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- San Francisco, CA

SKILLS

- technical writing
- DITA
- XML
- usability testing
- training
- collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN ENGLISH,
UNIVERSITY OF TEXAS, 2010**

ACHIEVEMENTS

- Reduced documentation errors by 30% through rigorous review processes.
- Received 'Outstanding Contributor' award for exceptional documentation quality.
- Successfully led a team project that improved user documentation accessibility.

PROFILE

Accomplished technical writer with extensive experience in producing user manuals, online help systems, and training materials for complex software applications. Strong command of technical language and the ability to translate intricate technical concepts into user-friendly content. Demonstrated proficiency in collaborating with engineers and product managers to gather information and ensure documentation accuracy.

EXPERIENCE

LEAD TECHNICAL WRITER

Innovative Software Solutions

2016 - Present

- Authored comprehensive user manuals and online help documentation for software products.
- Collaborated with development teams to gather necessary technical information.
- Utilized DITA and XML for structured documentation.
- Conducted usability tests to ensure clarity and effectiveness of materials.
- Mentored junior writers in best practices and documentation standards.
- Maintained a centralized documentation repository for easy access.

TECHNICAL WRITER

NextGen Technologies

2014 - 2016

- Created user guides and quick reference cards for new software releases.
- Worked with QA teams to incorporate feedback into documentation.
- Designed and implemented a documentation style guide.
- Conducted training sessions for end-users on software functionalities.
- Participated in cross-departmental meetings to align documentation with product goals.
- Reviewed and updated existing documentation for accuracy and relevance.