



# ETHAN FOSTER

A versatile freelance technical writer with over five years of experience creating technical documentation for SaaS platforms, IT hardware, and engineering products. Proficient in collaborating with diverse clients to develop user manuals, API documentation, and knowledge base articles tailored to specific audiences. Adept at managing multiple projects simultaneously while ensuring high-quality deliverables.



Denver, CO 80202



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## KEY SKILLS

- API documentation
- User manual development
- Knowledge base management
- Client relationship management
- Time and project management

## CERTIFICATIONS

- Certified Professional Technical Communicator (CPTC) | 2019

## PROFESSIONAL EXPERIENCE

### FREELANCE TECHNICAL WRITER | REMOTE JANUARY 2018 – PRESENT

- Authored comprehensive user manuals and quick-start guides for a SaaS platform, reducing customer onboarding time by 20%
- Collaborated with software developers to create API documentation, improving external developer integration by 15%
- Designed and maintained a knowledge base for an IT hardware company, increasing article engagement rates by 30%
- Delivered over 100 successful projects for clients in industries ranging from technology to healthcare

### TECHNICAL WRITING CONSULTANT | TECHWRITE SOLUTIONS, DENVER, CO JUNE 2016 – DECEMBER 2017

- Provided technical writing services for a variety of clients, including creating software tutorials and engineering guides
- Managed client relationships and ensured on-time delivery of all projects, achieving a 95% client retention rate
- Reviewed and edited existing documentation to enhance clarity and accuracy

## EDUCATION

- Bachelor of Arts (B.A.) in English  
UNIVERSITY OF COLORADO, Boulder, CO | May 2016