





# RAYMOND ORTIZ

A seasoned technical writer with a strong background in computer science and IT, having worked with industry giants like Microsoft, IBM, and others. Holds a master's degree in professional writing and dual bachelor's degrees in English and technical communication, coupled with certifications in professional technical communication and Azure artificial intelligence (AI) engineering. Proven track record in developing complex technical documentation, collaborating with technical teams, conducting usability studies, and translating technical jargon into layman's terms, resulting in improved user experience (UX) and product usability.

## CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn

 New York, NY 12345

## KEY SKILLS

- Team collaboration
- Technical publication standards
- Usability studies

## EDUCATION

BA in English, UNIVERSITY OF CALIFORNIA, Los Angeles, CA

Bachelor of Science (BS) in Technical Communication, MICHIGAN TECHNOLOGICAL UNIVERSITY, Houghton, MI

Master of Science (MS) in Professional Writing, NEW YORK UNIVERSITY, New York, NY

## PROFESSIONAL EXPERIENCE

SENIOR TECHNICAL WRITER | MICROSOFT, REDMOND, WA

JANUARY 2018 TO PRESENT

- Developed and managed over 50 complex technical documents, including user manuals, online help, and other supporting documents, resulting in a 30% reduction in call rates to the help desk
- Collaborated effectively with a team of over 20 technical staff to simplify product instructions, leading to improved UX and product usability
- Conducted and led over 10 usability studies to improve the design and delivery of documentation, incorporating user feedback and making necessary adjustments to enhance document clarity and comprehension

TECHNICAL WRITER | IBM, ARMONK, NY

JANUARY 2017 TO DECEMBER 2017

- Created and maintained a wide range of technical documents, translating complex technical jargon into layman's terms, which improved customer understanding and satisfaction
- Demonstrated proficiency in using publishing tools to create high-quality technical publications, adhering to industry standards
- Worked closely with the technical team to understand the information needs of the users and developed appropriate documentation, resulting in a 20% increase in user engagement

## PROFESSIONAL DEVELOPMENT

- CPTC, Society for Technical Communication
- CTW, American Medical Writers Association
- Microsoft Certified: Azure AI Engineer Associate (MCAAEA), Microsoft