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| Emily Johnson | | |
| Summary  Senior Technical Writer with over 10 years of experience in producing high-quality documentation for software products. Expert at transforming complex technical concepts into user-friendly materials while leading teams to achieve project goals.  Work Experience  **Senior Technical Writer Jan 2018 – Present**  Tech Innovators Inc. Austin, TX   * Led the documentation team in developing a new content strategy that reduced redundancies by 40% and improved content accessibility. * Introduced a documentation review process that enhanced content quality and consistency, resulting in a 25% decrease in user-reported issues.   **Technical Writer Mar 2013 – Dec 2017**  Global Software Solutions Austin, TX   * Authored and managed documentation for multiple software products, contributing to a 20% reduction in customer support inquiries. * Facilitated training sessions for new hires on documentation best practices, fostering a culture of quality and collaboration.   Education Master of Arts: Technical Communication Jan 2013 *University of Texas**Austin, TX*  certifications   * Certified Professional Technical Communicator – STC, 2015 | Contact  (555) 654-3210  emily.johnson@example.com  Austin, TX 73301  Skills  Advanced Technical Writing  Information Architecture  Content Strategy  Team Leadership  Mentoring  User-Centered Design  Agile Documentation  Software Development Lifecycle  Visual Design  Stakeholder Engagement |