**Kezia Yadhav**Limerick, Ireland, V9498V0  
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**Professional Profile**

Detail-oriented content professional with a Master’s in English and experience creating clear, user-focused technical and product documentation. Skilled at simplifying complex information, collaborating with cross-functional teams, and integrating content using HTML, Markdown, and basic CSS. Strong research, analytical, and learning agility to adapt quickly to new technologies and workflows.

**Key Skills**

* Technical Writing & Editing (Chicago Manual of Style / MLA)
* Content Review, Proofreading & Quality Assurance
* Technical & Product Content Writing
* Research & SME Collaboration
* Complex Information Simplification
* Process Documentation & Workflow Mapping
* HTML, Markdown & Basic CSS
* Publishing & Content Management Tools
* Data Presentation (Microsoft Office & Google Workspace, Power BI, Excel)
* Analytical & Problem-Solving Skills
* Collaboration & Feedback Exchange
* Proactive Learning in Networking & Cloud Technologies
* Time Management & Multitasking
* Proactive Learning & Tech Adaptability

**Professional Experience**

**Live Support Administrator** *December 2022 – Present*  
**Stats Perform, Limerick, Ireland**

* Supported internal teams with clear, concise documentation and process guides, aiding staff training and knowledge transfer.
* Collaborated across departments using tools to ensure smooth task coordination and workflow training.
* Provided ongoing support to customer service teams by delivering insight-based feedback to improve user guidance and procedural clarity.

**Freelance Editor** *July 2023 – Present*  
**JM Agency, Kerry, Ireland**

* Worked closely with authors to revise and clarify messaging, mirroring skills in learner-focused content refinement.
* Managed timelines and editorial processes, ensuring clear expectations and consistent delivery, core to training rollout planning.
* Edited long-form content with an emphasis on structure and understanding, reflecting experience in instructional design principles.

**Freelance Editor** *September 2024 – November 2024*  
**The Book Edit, London, UK**

* Researched and wrote educational blog content aimed at a general audience, adapting tone and format for learning outcomes.
* Supported evaluation of manuscripts—skills transferable to assessing training materials for clarity and effectiveness.
* Collaborated with editorial teams to ensure content alignment with communication goals and learning strategies. Featured work: [The Book Edit – Writer’s Prize 2024](https://www.thebookedit.co.uk/news?offset=1730391213102).

**Internships**

**Content Creator Intern** *June 2022 – July 2022*  
**The Entrepreneurship Network, Bangalore, India**

* Developed digital content tailored for audience engagement, applying core communication strategies useful in learner outreach.
* Participated in content strategy planning, mirroring curriculum development processes in training environments.

**Human Resource Intern** *June 2022 – July 2022*  
**Aashman Foundation, Bangalore, India**

* Assisted in designing and delivering relationship and life skills programs—early exposure to training facilitation.
* Contributed research and insights to strengthen program relevance and learner engagement.

**Psychology Intern** *April 2021 – June 2021*

**The Allysk Lifestyle Company, Bangalore, India**

* Aided in the development and delivery of educational content on emotional and relationship health.
* Supported program execution, demonstrating ability to deliver content in a structured, learner-friendly format.

**Clinical Psychology Intern** *May 2021 – June 2021*  
**Manasa Neuropsychiatric Hospital, Bangalore, India**

* Observed clinical training and participated in behavioural assessments, building foundational insight into structured learning and feedback.
* Gained foundational experience in patient interaction and psychological assessment.

**Education**

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| **Master of Arts in English** | *January 2024* |
| University of Limerick, Ireland |  |
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| **Bachelor of Arts: Psychology, Sociology, English** | *May 2022* |
| Christ University, India |  |

**Certifications**

* Introduction to Technical Writing (Board Infinity)
* SEO with Square Space (Coursera Project Network)
* Search Engine Optimisation Foundations (LinkedIn Learning)
* Learning Conversion Copywriting (LinkedIn Learning)
* How to Research and Write Using Generative AI Tools (LinkedIn Learning)
* The Cherry School: The Grad Workshop Pathways into Publishing (Sweet Cherry Publishing)
* InDesign 2024 Essential Training (LinkedIn Learning)
* Feminism and Social Justice (University of California, Santa Cruz)
* Business Analytics (Christ University)

**Awards**

* One Team Award | Stats Perform, Limerick, Ireland

**References** Available upon request