



Ava Taresi

1-647-637-8839 a.taresi@aol.com Aurora – ON

**Technical Communicator, Data Analyst,
Social Media Expert, Researcher,**

AREAS OF EXPERTISE

- **Technical communications**
- **Website content creation**
- **Software user guides**
- **UI/UX design and testing**
- **Online help**
- **Research**
- **Journalism and reporting**
- **Customer service**

AUTHORING TOOLS

- **MadCap Flare**
- **Atom**
- **GitHub**
- **Adobe FrameMaker**
- **Adobe Photoshop**
- **Adobe InDesign**
- **Adobe RoboHelp**
- **Snagit**
- **WordPress**
- **Drupal**
- **MS Office**
- **Google Docs**

TECHNICAL SKILLS

- **SEO**
- **Web analytics**
- **Social Media Management**
- **Web Content Management**

EXECUTIVE SUMMARY

Collaborative and detail-oriented technical communicator, experienced in authoring high-quality software documentation, templates and user guides/manuals. I have a passion to plan and organize contents using techcomm authoring tools.

WORK EXPERIENCE

Capital Trust Financial

Customer Service Assnt. & Content Writer Ontario, Feb 2019-2020

- Wrote contents promoting the company brand
- Updated the blog on a weekly basis with accurate SEO
- Received and resolved customers' inquiries and about their auto loans
- Entered data of lease contract agreements and explained the terms to customers

Iranian Women Association

Volunteer Online Editor Iran, Jun. 2017 – Dec 2018.

- Wrote reports and articles on the latest developments in women's affair
- Managed the Twitter account of the Association
- Conducted interviews with women's affair specialists and activists

Montreal's Week Magazine

Freelance Journalist Iran, March. 2017 – Dec 2018.

- Wrote field reports on social, economic affairs of Iran
- Wrote field reports on social, cultural affairs of Afghanistan

Visit Iran Website (Tourism of Iran)

Project Mgr & Content Writer Iran, Nov. 2016 – Mar. 2017

- Used MadCap Flare to populate original contents on the website
- Wrote and translated contents incorporating preferred terminology and company style guide
- Maintained a consistent, high level of quality of the translated texts.

Levant TV

Strategic Business Dev. Mgr; UK, Jan. 2015–Dec.2015

- Worked in an agile environment develop new content for the website
- Provided caliber client service, research and market analysis.
- Identified, developed, and supported projects and writers



@AvaTaresi



@Taresi



avataresi.com

EDUCATION

- **Graduate Certificate**

Technical Communication,
Seneca College, Canada,
2020-2021

- **MA Middle Eastern**

Studies, King's College,
UK, 2010-2011

- **Certificate of**

Photojournalism, School of
Media Studies, Iran, 2007

- **BA News Translation and**

Journalism, School of
Media Studies, Iran, 2003-
2007

INTERNATIONAL EXPERIENCE:

- Traveled to over 15 countries in Asia Pacific and Europe
- Designed and authored social media channels to reflect my journeys

CONTACT DETAILS

- **M:** +1-647-637-8839
- **E:** a.taresi@aol.com

Part Darman

- Business Development Manager;* *UK, Jan. 2012–July 2015*
- Identified and developed strategic partnerships for the platform between Iran and European companies.
 - Managed and added new partners from Austria, Italy, Britain and Finland to the company.
 - Provided caliber client service, research and market analysis.

Press TV

- Online journalist* *Iran, May 2007 to Sep 2010*
- Wrote news articles covering the developments at technology desk
 - Reported events and developments in technology

United Nations Associations – Iran

- PR Coordinator* *Iran, Nov 2006 – Aug 2007*
- Contributed to the newsletters released by the United Nations and affiliated associations
 - Served as a liaison and PR officer of the UNA-Iran in relations with public offices in Iran.

Cultural Heritage News Agency (CHN)

- News Translator* *Iran, Aug – Nov 2006*
- Covered the news of UNESCO activities in regard to the Persian heritage
 - Covered archeological discoveries and finding in Iran and the ME region.



@AvaTaresi



@Taresi



avataresi.com