



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 Tehran, 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 Tehran, March. 2017 –2018.

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

Visit Iran Website (Tourism of Iran)

Content writer and translator Tehran, 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.

Part Darman

Business Development Manager; London, 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.

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

Levant TV

Strategic Business Dev. Mgr; London, UK, Jan. 2012–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

Press TV

Online journalist

Tehran, 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 Officer

Tehran, Aug – Nov 2006

- 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

Tehran, Aug – Nov 2006

- Covered the news of UNESCO activities in regard with the Persian heritage
- Covered archeological discoveries and finding in Iran and the ME region.

INTERNATIONAL EXPERIENCE:

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

CONTACT DETAILS

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- **Reference is provided upon request**



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