

# Alex Zama

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## **QUALIFICATIONS**

As a recent graduate proficient in technical writing and software understanding, I am seeking to empower teams and developers with my technical knowledge and skills. Being a very quick learner with a penchant for understanding complex subjects, I have a major interest in utilizing my skills as a technical writer. Willing to learn and put new knowledge into practice. My passion for overcoming challenges allows for genuine contributions to the success of both the business and myself. My impressive oral and written communication skills are due to degrees in English and Psychology.

## **EDUCATION**

### ***Queens College, City University of New York***

*Flushing, NY*

*Aug 2017 - Dec 2022*

- Bachelor of Arts in English with a secondary focus in both Psychology and computer science.
- Certified Udemy certificate in Technical Writing
- Co-founder of the CUNY Queens College English Club
- Member of The Percy Ellis Sutton Search for Education, Elevation, and Knowledge (SEEK) program with a GPA of 3.8.

## **SKILLS**

Adobe Acrobat | Blog Writing | | C++ | Content Writing | Editing | Educational Writing | External and Internal Communication | GIT | HTML | JavaScript | Markdown | Manuscript Writing | Microsoft Office Suite | Organized | Software Understanding | SQL Scripting | Strategic Planning | Technical Documentation | Technology Research | WordPress | XML Editing

## **EXPERIENCE**

### ***Floor Sale Associate and Customer Service***

*H&M, New York (855-466-7467)*

*July 2019 - July 2021*

- Aided customers with their inquiries, orders, and general technical questions regarding the brand.
- Assisted with the maintenance and upkeep of the store's facilities.
- Operated the customer service side of the business during frequent busy hours.
- Collaborated with set-piece designers to promote the store's new items through a display of the relevant content on the company website and in-store advertisements.

### ***Radiology Receptionist/Assistant***

*Neighborhood Radiology, Forest Hills (800-220-2220)*

*August 2018 - April 2019*

- Placed and took calls to secure appointment dates and times for over 50 patients daily.
- Developed technical documentation for the medical procedures and symptoms of each patient.
- Coordinated with various patients and other medical offices to access and document technical patient data which was used to secure certain medical procedures.
- Utilized Microsoft Office, Adobe Acrobat, and a multi-faceted medical program that allowed for easier documentation and access to patient files.
- Checked patients in and out using their medical documentation.