

# ALEX ZAMA

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<https://zman-99.github.io/>

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## **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.
- Google Data Analytics Professional Certificate. (In Progress)
- 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.

## **SKILLS**

Adobe Acrobat | Blog Writing | C++ | Content Writing | Copyediting | Copywriting | Data Analysis | Data Entry | Editing | Educational Writing | External and Internal Communication | Financial Knowledge | GIT | G Suite | HTML | JavaScript | Markdown | Manuscript Writing | Microsoft Office Suite | Microsoft Power BI | Organized | Python | Software Understanding | SQL Scripting | Strategic Planning | Technical Documentation | Technology Research | WordPress | XML Editing

## **EXPERIENCE**

### **Technical Writer & Copywriter (Freelance)**

*New York, NY*

*January 2023 - Present*

- Researching, writing, and editing technical content based around APIs, IT, JSON schemas, SOPs, and public user-guides for software and hardware.
- Collaborating with peers on open-source projects to gain experience with coding software and languages.
- Utilizing consumer trends to produce digital automotive copy which helps to advertise key qualities to consumers.
- Taking complex information and simplifying it to the end consumers/users via manuals and copy.
- Analyzing SEO-friendliness of consumer content and editing for further engagement and ease of understanding.

### **Assistant Marketing Coordinator & Bookkeeper**

*Debe Kitchen, Brooklyn (917-780-4016)*

*September 2021 - Present*

- Responsible for helping to create the business' website and oversee the website's content and analytics using Google analytics.
- Collaborating with owners to promote consistent exposure of the business' offerings through social media platforms.
- Assisting the owner with managing store budgets for each financial quarter by utilizing prior cost and profit data via spreadsheets.
- Responsible for helping oversee both the accounts payable and receivable, as well as processing payroll, and conducting other tasks in relation to the financial upkeep of a small business.
- Inputting financial data into Microsoft Excel to accurately verify financial statements.
- Developed Excel models to present current and projected data analytics.

***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, G Suite, 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.