Aaron Masih

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Technical writer with a strong background in English composition, technical documentation, and web development. Excels at working independently, gathering relevant data, and composing documents in a style that is clear and user-friendly for intended audiences. Excellent ability with editing and adjusting content based on team or client feedback. Strong history of meeting deadlines and exceeding expectations.

EXPERIENCE

Bootcamp Graduate   Nov. 2020 – Jan 2021
Become A Technical Writer Online | New York, New York
- Earned a certificate in an intensive bootcamp style course in technical writing, taught by a distinguished technical writer.
- Configured and used DITA, Snagit, Canva, Confluence, Salesforce, and a customized MS Word template.
- Created a sample Salesforce user guide, a public COVID-19 poster, and an edited e-book.

Personal Shopper   Aug. 2020 – Present
Instacart | *New York, New York*
- Fulfilled grocery orders with utmost accuracy during pandemic.
- Resolved customer demands and adjusted orders to meet their needs.
- Delivered large orders with my vehicle to homes and places of business within established timeframes.

Delivery Driver   Aug. 2017 - Present
DoorDash | *New York, New York*
- Ensured timely arrival of deliveries by utilizing the most efficient driving routes with fuel efficiency as a goal.
- Received Dasher of The Month Award throughout 2020 for completing over 100 deliveries each month with high customer ratings.
- Responded to customer queries and requests in a professional manner.

Percussionist   Jan. 2014 - Dec. 2019
Oso Oso (Indie Rock Band) | *Long Beach, New York*
- Executed drum kit duties on two full-length studio albums: The Yunahon Mixtape [2017], Basking In The Glow [2019].
- Performed live club dates on over 10 national and international tours.
- Contributed to a positive concert experience for fans by maintaining a friendly and courteous demeanor.
- Operated the tour vehicle cross-country with an emphasis on safety.

EDUCATION

Technical Writing Certificate | Become A Technical Writer   2020

Software Engineering Intensive | New York Code and Design Academy   2018

Bachelor of Arts in Rhetoric and Public Address | St. John's University   2015

SKILLS & LANGUAGES

Skills: Technical Writing | English Composition | DITA | Web Development | Microsoft Word | Salesforce | Graphic Design | Google Docs | JavaScript | Public Speaking | LucidChart | Adobe FrameMaker