

# VIVIAN VU

Annandale, VA • 571-224-1776 • [vtv.vivian@gmail.com](mailto:vtv.vivian@gmail.com)  
[LinkedIn](#) • [Portfolio](#)

## EDUCATION

### Virginia Commonwealth University

Bachelor of Interdisciplinary Studies in Technical Communications

**Minors:** Computer Science, General Business

**Honors:** Cum Laude • **Departmental GPA:** 3.59 / 4.00 • **Cumulative GPA:** 3.31 / 4.00

Richmond, VA

August 2019 – May 2023

## WORK EXPERIENCE

### IT Communications Intern

V2X Inc.

McLean, VA

September 2022 – Present

- Developed an IT New User Guide to improve onboarding efficiency for new hires
- Conducted interviews with Subject Matter Experts (SMEs) to gather information and insights
- Updated and reformatted policies and procedures for the ISO-9000 to ensure accurate records and compliance
- Initiated migration testing to document processes for subsequent user testing
- Used SnagIt for creating video instructions and editing screenshots to enhance communication for complex processes
- Adhered to Section 508 standards to create accessible documentation
- Edited and reformatted poorly structured communications into high-quality deliverables such as training guides, instruction manuals, and PowerPoint presentations
- Maintained version control, quality assurance, and tracked changes for documentation
- Collaborated with the Service Desk Team in daily meetings to address documentation requirements

### Technical Writer

Peerless Public Safety Solutions

Midlothian, VA

June 2022 – August 2022

- Established a comprehensive documentation process and template guidelines for document workflows
- Developed a 40-page online training manual for the LogisticsOne software
- Conducted interviews with executives and community members for feedback to ensure stakeholder expectations
- Created user-friendly instructions for 30+ software categories and incorporated visual elements
- Identified and documented bugs and errors of the software from a front-end perspective

## PROJECTS

### Food Delivery Robot: Systems Requirement Manual

April 2022

- Authored a 12-page system requirements manual for a food-delivery robot software detailing the software process life-cycle

### VCU Major Finder: Mobile App Prototype

April 2022

- Designed an interactive Figma app prototype for VCU students to discover potential majors with a user-friendly mobile design

### Local Nail Salon Website Redesign

February 2022

- Redesigned a local nail salon website from scratch using HTML, CSS, and JavaScript
- Deployed the website on GitHub Pages for increased accessibility and real-site emulation

## SKILLS & TOOLS

**Technical:** Microsoft Office 365 – Word, Excel, PowerPoint, SharePoint, Visio, Teams, Adobe Acrobat, Figma, SnagIt, Google Suite

**Front-end:** HTML, CSS, and JavaScript • **Back-end:** Familiar with Java

**Style Guides:** MLA & APA formatting, corporate style guides & templates

**Writing:** document management, QA (quality assurance), version control, document accessibility (Section 508)