

# 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

Richmond, VA

August 2019 – May 2023

**Minors:** Computer Science, General Business

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

## PROFESSIONAL EXPERIENCE

### IT Communications Intern

V2X Inc.

McLean, VA

September 2022 – April 2024

- Collaborated with subject matter experts (SMEs) to create user guides, technical manuals, and IT communications
- Conducted thorough research to understand complex concepts and translate them into user-friendly documentation
- Updated and reformatted IT policies and procedures for the ISO-9001 to ensure accurate records and compliance
- Edited and proofread technical content to ensure accuracy, consistency, and adherence to company format and guidelines
- Assisted in the development and maintenance of the IT Teams Site and SharePoint knowledge repository
- Coordinated migration testing and provided feedback to improve usability for subsequent user testing
- Contributed to daily meetings with the Service Desk Team to improve documentation for internal processes
- Used SnagIt for visuals, editing screenshots, and video instructions to document complex processes

### Technical Writer

Peerless Public Safety Solutions

Midlothian, VA

June 2022 – August 2022

- Established a documentation process, review procedure, and template guideline for document workflows
- Developed an online training manual and knowledge base for the LogisticsOne software product
- Conducted interviews with executives and community members for feedback to ensure stakeholder expectations
- Created user-friendly technical instructions for a non-technical audience
- Identified and documented bugs and errors of the software from a front-end perspective

## ACADEMIC PROJECTS

### Food Delivery Robot: Systems Requirement Manual

April 2022

- Produced a 12-page system requirements manual for a food-delivery robot software detailing the phases of the software development life cycle (SDLC)

### 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

- Developed a new website for a local nail salon, completely redesigning its online presence 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)