

VIVIAN VU

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[LinkedIn](#)

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EDUCATION	Virginia Commonwealth University	Richmond, VA
	Bachelor of Interdisciplinary Studies, Technical Communications Minors: Computer Science, General Business Cumulative GPA: 3.31 Departmental GPA: 3.59 Honors: Cum Laude, Dean's List Relevant Coursework: Interdisciplinary Web Design, Legal Writing, Business Management, Legal Environment, Marketing, Communications, Java Programming, Data Structures, Software Engineering	08/2019 – 05/2023
EXPERIENCE	IT Communications Intern	09/2022 – Present McLean, VA
	<ul style="list-style-type: none">Solo-authored an IT New User Guide to facilitate new hire onboardingCollaborated with Service Desk Team in daily meetings to address documentation requirementsUpdated and reformatted 31 Corporate Internal Operating Procedures for accuracyEmployed a Teams site and Excel spreadsheet for document tracking and organizationEdited and reformatted poorly structured documents into presentable documentsLed migration testing, documenting processes for subsequent user testingDeveloped user migration guides with video and written instructions and examplesAdhered to standardized templates for consistent documentation and communicationMaintained version control and tracked changes for documentationRecorded and edited video instruction using SnagIt for end usersConducted interviews with Subject Matter Experts (SMEs) to gather precise information	
	Technical Writing Intern	06/2022 – 08/2022 Midlothian, VA
PROJECTS	<ul style="list-style-type: none">Researched and tested the LogisticsOne software featuresEngaged with executives and community members for feedbackAuthored a comprehensive 40-page online training manual for the LogisticsOne softwareCreated accurate and user-friendly instructions for 30+ categories with edited screenshotsConducted website review, identifying bugs and errors for enhanced user experience	
	VCU Major Finder Mobile App Prototype (CREA330)	04/2022
	<ul style="list-style-type: none">Designed an interactive Figma app prototype for VCU students to discover personalized majors with a user-friendly mobile design	
SKILLS & TOOLS	Local Nail Salon Website Redesign (CREA330)	02/2022
	<ul style="list-style-type: none">Redesigned a local nail salon website from scratch using HTML, CSS, and JavaScriptDeployed the website on GitHub Pages for increased accessibility and real-site emulation	
	Software: Office 365 – Word, Outlook, PowerPoint, Excel, SharePoint, OneDrive, Adobe Acrobat, GitBook, GitHub Microsoft Word – Document Formatting, Template and Style Design, Table of Contents (TOC Creation), Page Layout & Numbering, Track Changes & Review, Document Collaboration Style Guides: Familiar with MLA and APA, Developmental & Corporate-standard Style Guides UX / Web Design: HTML5, CSS3, JavaScript, SnagIt, Figma, WordPress, NetBeans IDE Languages: Experience with Java	