

Anna Humphrey

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PROFESSIONAL SUMMARY

Creative and driven Technical Writer for enterprise software with 3+ years of experience developing effective documentation and content solutions for tech products. Specialties include SaaS documentation, Online Help, cybersecurity, structured authoring, and user experience.

SKILLS & TOOLS

DITA XML | oXygen | Git | Figma | Jira (Cloud) | Microsoft Office 365 Suite | Google Workspace | Notepad++ | Snagit | Markdown | HTML5 | CSS3 | VS Code

WORK EXPERIENCE

Trend Micro

Jul. 2022 – Present

Technical Writer and UX Writer

Taipei, Taiwan

- Develop, maintain, and publish Online Help documentation for a range of enterprise SaaS apps and features
- Interview and collaborate with developers, UI designers, visual designers, and project managers
- Lead UX writing and Online Help documentation for Trend Micro's new Mobile Security for Business app
- Participate in a multi-cultural, multi-lingual work environment, regularly coordinating with teams and stakeholders across Taiwan, China, Japan, Australia, and North America

Onfolio Holdings

Nov. 2021 – Jan. 2023

Freelance Technical Editor

Taipei, Taiwan

- Edited technical articles to improve clarity, readability, user value, and on-page SEO
- Provided writers with personalized feedback and suggestions for each article reviewed

Modular Tech Marketing

Nov. 2021 – Oct. 2022

Freelance Writer

Taipei, Taiwan

- Wrote B2B marketing and web content for tech companies including Microsoft, ACER, and KYMCO
- Spearheaded the research and development of a 22-page market analysis report for a tech company's entry into the Taiwan market

UTC Writing and Communication Center

Aug. 2019 – May 2020

English Writing Consultant

Chattanooga, TN

- Led writing consultations for a range of projects, following MLA, APA, or Chicago style guides
- Composed and presented an article for Tennessee Tutor Collaboration Day (TuColla) Conference

EDUCATION

University of Tennessee

May 2020

BA English Rhetoric and Professional Writing

Chattanooga, TN

- Coursework in Persuasive Writing, Grant Writing, Writing for Nonprofits, and Writing for Teachers

Mandarin Training Center at National Taiwan Normal University

Dec. 21 – Feb. 22

- Chinese language classes

Taipei, Taiwan

CERTIFICATIONS

Poynter Institute Certificate in Editing