Anna Joy Humphrey

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WORK EXPERIENCE

Trend Micro   **Sep. 2022 – Present**
Technical Writer and UX Writer   *Taipei, Taiwan*
- Write and edit documentation for commercial SaaS cybersecurity products
- Write and edit UX strings for commercial and consumer software products
- Work closely with engineers, UI designers, project managers, writers, and other stakeholders
- Publish, edit, and maintain the Online Help for Trend's commercial cybersecurity XDR platform
- Participate in and present at weekly peer review meetings

Onfolio Holdings   **Nov. 2021 – Jan. 2023**
Freelance Technical Editor   *Taipei, Taiwan*
- Edited informational and instructional articles to improve value, clarity, readability, and on-page SEO
- Ensured each article contained the exact information users were looking for
- Presented technical information to users in an easily digestible format

Modular Tech Marketing   **Nov. 2021 – Oct. 2022**
Freelance Editor and Writer   *Taipei, Taiwan*
- Wrote B2B marketing content and website content for companies including Microsoft, ACER, and KYMCO
- Edited and copyedited technical and marketing content
- Managed projects and created internal reference materials and guidelines

UTC Writing and Communication Center   **Aug. 2019 – May 2020**
English Writing Consultant   *Chattanooga, TN*
- Led writing and editing consultations for a range of projects, and followed up with personalized client reports
- Edited and formatted according to MLA, APA, and 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

TOOLS & TECHNOLOGIES

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

HOBBIES & INTERESTS

Rhetoric, Poetry, Chinese language, Freediving (PADI certified), Yoga (200-hour certified teacher)