

# Callie Jones

## Senior Technical Writer

[callieejones@gmail.com](mailto:callieejones@gmail.com) 512.680.7468 [linkedin.com/in/callie-jones-austin](https://www.linkedin.com/in/callie-jones-austin)

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### Dear Hiring Team,

Please use my resume and this cover letter to review my skill set and diverse experience. As an individual contributor, team lead, and group manager at National Instruments, I enjoyed collaborating with other technical writers, software architects and engineers, product support and application engineers, business and product owners, marketing representatives, project managers, and other teams and subject matter experts to develop deep product and customer knowledge to creatively and efficiently generate customer-focused, role-based content as well as internal documentation and support resources for engineering and writing teams.

I have proposed, implemented, written, edited, rewritten, restructured, maintained, improved, and managed all aspects of extensive documentation sets for multiple major test and measurement software products for scientists and engineers. Based on customer feedback, I regularly updated the content I managed, which included conceptual, task-based, and UI and API reference material (.NET, C/C++, and a proprietary object-oriented graphical programming language).

I've been a "team of one" and part of a group of more than 10 writers. I've built my technical writing career by learning, analyzing, and comprehending complex information and then distilling it into precise content based on audience needs. I thrive in an environment of continuous improvement. With each new role or position, I love to learn new technologies, products, markets, industries, tools, and processes to increase my writing, implementation, and project management skills and strategies. If I don't know it, I learn it. I've spent my entire career doing just that. It's the best part about being a technical writer.

For all but two of my years at National Instruments, I supported teams in formal and informal management and leadership roles by coaching, guiding, and mentoring entry-level to senior-level writers through stages of career growth. I also have considerable experience in cross-department and department-wide groups and initiatives to address documentation strategy, tools, resources, processes, and knowledge sharing.

In my current role at Visa, I partner with stakeholders to document the enhancements to the Visa global payments processing network and services. I also prepare testing and configuration support information for internal global testing and client services teams and for external clients. I quickly learned the functionality of the intricate products, tool chain, and processes to consistently meet aggressive deadlines and exceed expectations.

I look forward to discussing the details of my experience with you to demonstrate how I can contribute to and enhance your organization.

Sincerely,  
Callie Jones