

****Isaac Eldridge****

****Contact Information:****

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****Personal Information:****

- Full Name: Isaac Eldridge
- Gender: Male
- Industry: Computer Software
- Job Title: Senior Technical Content Editor
- Sub Role: Editorial
- Industry 2: Media

****Professional Experience:****

****Senior Technical Writer****

New Relic, Inc. | Portland, Oregon, USA | September 2017 - Present | 4 years & 3 months

- Collaborate with cross-functional teams to create and maintain technical documentation
- Utilize Framemaker, Robohelp, Confluence, Snagit, and other tools for technical writing and illustration
- Manage the technical writing process from drafting to publication

****Technical Writer****

Puppet Labs | Portland, Oregon, USA | November 2013 - September 2017 | 3 years & 1 month

- Authored and edited documentation for software products
- Collaborated with developers, designers, and product managers to ensure accuracy and clarity of technical content
- Utilized Framemaker, Robohelp, Confluence, Snagit, and other tools for technical writing and illustration

****Skills:****

- Technical Writing
- Framemaker
- Robohelp
- Confluence
- Snagit
- Technical Illustration
- Adobe Illustrator

****Education and Certifications:****

- [Bachelor's Degree] [Major], [University Name], [Graduation Year]

****Languages:****

- English (Fluent)

****Location:****

- Portland, Oregon, USA

****Company Information:****

****New Relic, Inc.****

- Industry: Computer Software
- Company Size: 1001-5000
- Founded: 2008
- Location: San Francisco, California, USA
- Website: newrelic.com

****Puppet****

- Industry: Computer Software

- Location: Portland, Oregon, USA

****Certifications:****

- [Certification Name] [Issuing Organization], [Year]

****Licenses and Certifications:****

- [License/Certification Name], [Issuing Organization], [Expiration Date]

****References:****

Available upon request.