

DIANA WU

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Education

B.S. Technical Communication
Iowa State University / Ames, IA
2020

Experience

Technical Writer — GEP

SEPT '21 – JUN '24

- Migrated content while developing a digital help center using Madcap Flare.
- Created and updated user manuals and data dictionaries for procurement and supply chain software.
- Managed release notes for 3 product lines, in accordance with the software development lifecycle (SDLC).
- Organized demos and webinars monthly, coordinating with teams spanning across 3 continents.
- Visualized software architecture flows and formatted LaTeX for IP patent submissions.

Printing and Customer Service — Copyworks

MAY '19 – MAY '20

- Satisfy customers with the fidelity and presentation of their design projects and deliverables.
- Set up bleed margins, alignment, or data mail merge using graphic design programs.
- Collected packages and validated shipping for UPS and FedEx drop-offs.
- Unjammed and operated large-scale printers.

Grant Writer — Iowa Able Foundation

OCT '17 - DEC '18

- Researched and analyzed grant opportunities pertaining to the organization's mission.
- Created assets that are required for, or enhance, grant proposals (infographics, charts).
- Wrote letters of inquiry to connect with potential sponsors.

Food Service — ISU Dining

AUG '16 - DEC '18

- Resolved complaints and inventory shortages with clientele.
- Sanitized and disinfected industrial machines to uphold quality, safety and health standards.
- Processed, packaged and delivered bulk inventory through temperature-controlled environments.

Skills

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- | | |
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| • Business, proposal, & copywriting | • User testing & accessibility, WCAG |
| • JIRA, Confluence, SharePoint, Markdown | • Adobe Suite, Photoshop, InDesign, Illustrator, |
| • HTML, CSS, JavaScript, Python, Git, Linux | Acrobat, Premiere |
| • Snagit, Camtasia | • Madcap Flare, single-source authoring |

Miscellaneous

Fiction Writing

- Short stories published in *Slouching Beast*, *Sci-fi Lampoon*, and *Dark Drabbles* literary magazines.
- Beta read manuscripts.

Technology

- Open-source contributor for Directus CMS: Documented database type variables, prototyped app UI features, implemented auto-create junction for M2M feature.