

DIANA WU

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Education

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

Experience

Technical Writer / GEP Worldwide

MAR'21 - NOW

- Support migration efforts and developing an online help center.
- Organize content strategy matrix and maintain confidentiality.
- Video work for visibility, marketing and outreach.

Customer Service / Copyworks

MAY'19 - MAY'20

- Recommended paper products and solutions to customers.
- Collected packages and printed shipping labels for UPS and FedEx.
- Unjammed printers so you don't have to.

Reporter / Iowa State Daily

JUN'18 - AUG'18

- Interviewed people for event coverage and stories.
- Published in ISD "Need to Know" Aug '18 edition.

Grant Writer / Iowa Able Foundation

OCT'17 - DEC'18

- Reached out for opportunities and partnerships.
- Created assets required for grant proposals (infographics, charts).
- Wrote letters of inquiry to connect with potential sponsors.

Skills

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|--------------------------------------|---|
| • HTML/CSS/JavaScript/Markdown | • ADOBE: Photoshop—InDesign—Illustrator |
| • Copy, Developmental & Line Editing | • Document Design |
| • Copywriting & Narrative Writing | • Giving and taking feedback |

Coursework

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| • Rhetoric & Linguistics | • Data Structures & Databases |
| • Business & Proposal Writing | • Cognitive Psychology in Human-computer Interaction |
| • User Testing, Accessibility and Ethics | |

Miscellaneous

Creative Writing

- Published shorts in *Dark Drabbles*, *Slouching Beast Magazine*
- Beta reads manuscripts in free time

Open-source

- Contributor for Directus CMS: Documented database type variables, prototyped UI features, implemented auto-junction for M2M