DIANA WU

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🌐 https://ceruulean.github.io/cvage/

🎓 Education

B.S. Technical Communication

Iowa State University / Ames, IA

DEC 2020

Experience

Technical Writer / GEP Worldwide
MAR '21 – NOW

- Support migration to modernized online help center, maintain deliverables for 3 products.
- Organize content strategy matrix and track 7 publication targets (external release notes, websites, chat channels, wikis, etc.).
- Convince engineers and technical personnel to participate in marketing initiatives.
- Internal documentation (diagrams, patents, playbooks, templates).

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.
- Earned the most mentions in customer feedback forms.

Grant Writer / Iowa Able Foundation
OCT '17 – DEC '18

- Cold reach to find local sponsors and partnerships.
- Created assets required for grant proposals (infographics, charts).
- Wrote letters of inquiry to connect with corporate sponsors.

Skills

- Copy, Developmental & Line Edits
- Give and take feedback
- User testing, WCAG
- Software development lifecycle (SDLC) sprint tracking, agile and waterfall cadences

- Snagit, Camtasia, Madcap Flare
- JIRA, Confluence, SharePoint, Markdown
- Adobe Photoshop, InDesign, Illustrator
- HTML, CSS, JavaScript, Python, PowerShell, Git, Linux

Miscellaneous

Creative Writing

- Published in *Dark Drabbles*, *Slouching Beast Magazine*, and *Sci-Fi Lampoon*.
- Beta read manuscripts in free time.

Open Source

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