EMILY TRACY

✉ eadtracy@frontier.com 🔗 www.emilytracycreative.com

Detail-oriented, creative individual who utilizes strong written and oral communication skills to produce high-quality results in group & individual settings. Continually works to learn new things.

TOOLS & TECH

DITA/XML • HTML+CSS • Oxygen • Heretto (EasyDITA) • Camtasia • Confluence • Figma • MS Office

EXPERIENCE

Technical Documentation Design Intern │ June – September 2021 │ Remote
Viewpoint, a Trimble Company

- Authored technical product documentation (Project Roles, Photo Reports) and release notes in DITA for the Viewpoint Help software product Viewpoint Team.
- Revitalized the Information Experience team's writing style guide.
- Documented features throughout an entire software release cycle.
- Bolstered skills in identifying and addressing the needs of user groups, architecting content using Oxygen & Heretto, meeting release deadlines, and implementing feedback from reviews.

EDUCATION

Bachelor of Arts Degree in Technical Communications │ 2018 – 2022 │ Cheney, WA
Eastern Washington University

- Completed minors in Communication Studies, Journalism, and Music.
- Graduated summa cum laude and maintained a 4.0 GPA.
- Worked on and managed team technical writing projects:
  - ~ Electronic repair guides collaborating with the company iFixit
  - ~ Help instructions for signing in to Riipen.com
  - ~ Web content for the EWU Prairie Restoration Project website

High School Valedictorian │ 2014 – 2018 │ Mill Creek, WA
Henry M. Jackson High School

RESOURCES & REFERENCES

www.emilytracycreative.com │ www.linkedin.com/in/emilytracy17

References available upon request.