

# Zoë Müller

Zürich, Switzerland

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## Education

ETH Zurich

Master of Science in Technical Communication

Sep 2019 – Jun 2021 | Zürich, Switzerland

GPA: 5.8/6.0

Activities: Technical Writing Club President, Documentation Workshop Leader, Peer Reviewer

Relevant Coursework: API Documentation, User Manuals, Content Strategy, Information Design

Summer School: University of Cambridge 2020 (GPA: 9.3/10)

## Work Experience

Technical Writer | Cisco Systems | Jul 2021 - Present | Zürich, Switzerland

- Authored and maintained API documentation for network products using Markdown and Docusaurus.
- Collaborated with engineering teams to translate technical specs into user guides.
- Implemented documentation templates, reducing authoring time by 30%.

## Skills

Documentation Tools: Markdown, Docusaurus, MadCap Flare

Graphics: Adobe Illustrator, Visio

Methods: Content Strategy, UX Writing, Information Architecture

Other Skills: API Documentation, Style Guides, Localization Coordination

## Certificates

Society for Technical Communication Certified

Coursera: UX Writing

LinkedIn Learning: Technical Writing

## **Awards**

Cisco Documentation Excellence Award 2022

ETH Rector's Grant for Science Communication

First Place – Swiss Tech Writer Challenge