# Jimmie Gonzalez

## Technical Writer

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[Jimmie Gonzalez] Technical Writing Samples

## SUMMARY

Collaborative, detail-oriented Technical Writer with 5+ years of client-focused service and 1+ years of technical writing and software development. Proficient in writing, editing, and proofreading with well-honed skills in technical research and HTML, CSS, and JavaScript. Motivated to leverage my background in writing and software engineering to produce engaging content for any audience.

## SKILLS

- External/Internal Communications
- Markdown
- Copywriting
- Jekyll
- Content Writing
- Editing
- Bilingual (English & Spanish)
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- Microsoft Office
- Canva
- HTML5
- CSS3
- JavaScript
- Git/GitHub/GitHub Pages
- Visual Studio Code

## EXPERIENCE

### TECHNICAL WRITER
**Freelance | Remote**                                      January 2022 – Present
- Assisting technology companies in writing/reviewing their technical documentation to ensure that the final document is of the highest quality and is easily understandable.
- Conducted research to create informative and engaging content for various audiences.
- Collaborated directly with subject matter experts to research, edit, and publish end-user documentation.

### FULL-STACK SOFTWARE DEVELOPER
**Thinkful | Remote | Certificate**                 December 2021 – August 2022
- Remote web development program focused on learning software development standards with an emphasis on HTML, CSS, JavaScript, and associated frameworks.
- Created and deployed mobile-first applications while learning industry best practices.
- Collaborated directly with subject matter experts to design, edit, and deploy user-focused applications.

### LIBRARY ASSOCIATE
**Library Systems & Services**                          November 2021 – Present
- Authored and edited weekly program reports to encapsulate weekly library events to promote recognition and increase traffic.
- Created a quick start guide for a printer as a visual reference for staff at the Home Gardens Library to use during community activities.
- Planned, researched, wrote, and revised program proposals and visual aids to introduce new library events and activities.
- Created and oversaw S.T.E.A.M-centered events using demonstrations, visual aids, and other educational techniques.
- Trained new employees and volunteers on company policies and procedures, including library operations and computer systems.
- Assisted customers with their inquiries virtually via LiveChat by providing accurate and appropriate information.

### SALES ASSOCIATE
**Levi Strauss & Co**                                     October 2017 – November 2021
- Increased product appeal and customer experience by interacting directly with 50+ customers per day.
- Acted as a liaison between sales associates and stakeholders.

- Completed setup, breakdown, and product preparation for promotional displays and in-store demonstrations.
- Aided Spanish-speaking customers, increasing repeat and loyal customers by 30%.

## EDUCATION

BACHELOR'S DEGREE, ENGLISH
**University of California, Riverside**

## CERTIFICATIONS

CONFLUENCE FUNDAMENTALS
**Atlassian University**                                                            Issued November 2022