Molly Exten

Educator with one year of experience in technical writing

molly.exten@gmail.com | Quincy, MA | linkedin.com/in/molly-exten | Website

WORK EXPERIENCE

mabl, Boston, MA— *Technical writer*

2022 - PRESENT

- Implement monthly product release notes and weekly desktop app change logs
- Audit and update over 100 existing help guides
- Coordinate translation of help guides into Japanese

mabl, Boston, MA— *Support engineer*

2021 - 2022

- Resolved 598 support conversations with an average response time under five minutes and an 86% 5/5 rating during the final quarter on the team
- Collaborated with product and customer success to create learning guides that addressed common points of confusion for customers

UMass Boston, Boston, MA— *ESL Instructor*

2013 - 2020

- Taught over 5,000 hours of classroom instruction in grammar, writing, and speaking skills for non-native English speakers
- Developed curricula to accommodate learners from different cultural, educational, and linguistic backgrounds ●
Created video tutorials to teach video editing skills to non-native English speakers

EDUCATION

American University, Washington, DC — *MA in Teaching English to Speakers of Other Languages*

2011 - 2012

University of Pittsburgh, Pittsburgh, PA — *BA in History*

2005- 2009

CERTIFICATIONS

Technical Writer HQ — *Technical Writer Certification Course*

2022

General Assembly — *Software Engineering Immersive*

2021

SKILLS

Markdown | ReadMe | Jira | Confluence | HTML | CSS | JavaScript