

# ETHAN REYNOLDS

## Technical Writer

✉ ethan.r@email.com

☎ (123) 456-7890

📍 New York, NY

in [LinkedIn](#)

## WORK EXPERIENCE

### Technical Writer

#### Verizon Communications

📅 2018 - current 📍 New York, NY

- Shortened document review cycles by 53% by implementing an automated review process in Cflow
- *Increased user engagement by 38%* through the integration of interactive elements in technical documentation
- Contributed to a 13% decrease in customer support tickets through an enhanced ProProfs self-service documentation portal
- Ensured 67% of documentation content was reusable using Paligo, resulting in streamlined updates across multiple product versions

### Junior Content Developer

#### Vice Media

📅 2016 - 2018 📍 New York, NY

- Managed social media campaigns on HubSpot, *driving a 44% growth in followers*
- Collaborated with the marketing team to create Mailchimp campaigns with a 15% higher-than-average open rate
- Implemented SEO strategies that led to a 51% improvement in keyword rankings
- Conducted competitor analysis with BuzzSumo to identify opportunities that led to a 19% increase in website traffic

### Technical Editor

#### IBM Corporation

📅 2014 - 2016 📍 Armonk, NY

- Trained junior editors, resulting in a 54% increase in their editing proficiency within six months
- Decreased revision requests by 21% by implementing thorough AdobeRoboHelp editing processes and adhering to style guidelines
- Integrated a peer review system into the editing process, which led to a 29% improvement in document quality
- *Reduced publication turnaround time by 48%* by streamlining the editing process and creating reusable templates using Document360

## EDUCATION

Bachelor of Science

Technical Communication

[Rochester Institute of Technology](#)

📅 2010 - 2014

📍 Rochester, NY

## SKILLS

- MadCap Flare
- Adobe RoboHelp
- Confluence
- Jira
- FrameMaker
- Oxygen XML Editor
- Microsoft Visio
- Snagit
- Git
- SharePoint

## CERTIFICATIONS

- Certified Technical Communicator (CTC)