

Sheila Tran

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Experience

Technical Writer

July 2021—Present

Cisco

San Francisco, CA

- Document APIs, user interfaces, and release notes for software releases in an Agile environment.
- Collaborate with product, engineering, and customer success teams to deliver documentation.
- Review and incorporate user feedback to improve the user experience of documentation.
- Execute user research projects to understand customer needs and contribute to content strategy.
- Run information architecture initiatives to improve content organization, discoverability, and quality.
- Create and maintain diagrams, graphics, and screenshots for software features.

Technical Writer

October 2020—July 2021

Apex Semiconductor

Santa Clara, CA

- Wrote software user guides, reference guides, and white papers for developers.
- Created the company's first style guide. Defined content, formatting, and style guidelines.
- Led end-to-end documentation process for multiple products in a fast-paced startup environment.

Freelance Journalist

March 2020—July 2021

Self-Employed

San Francisco Bay Area

- Researched, interviewed, and wrote 100+ articles on technology, economics, food, and culture.
- Articles published in SF Weekly, San Jose Spotlight, San Mateo Daily Journal, and Santa Barbara Independent.

Senior Copy Editor

May 2018—May 2020

The Bottom Line Newspaper

Santa Barbara, CA

- Edited newspaper articles for factual accuracy, grammar, spelling, and adherence to style guide.
- Created the newspaper's style guide. Defined best practices for editing and formatting articles.
- Managed the editing and online publication workflow using a content management system.
- Managed, trained, and mentored a team of copy editors.

Education

University of California, Santa Barbara

Bachelor of Arts, Writing & Literature | Minor in Professional Editing

Skills

- **Languages:** Markdown, HTML/CSS, JSON, YAML
- **Content management systems:** Confluence, WordPress
- **Tools:** GitHub, Visual Studio Code, Jira, Swagger, OpenAPI, Figma, Snagit, Camtasia, Qualtrics, Google Suite, Microsoft Office