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.
- Monitor and incorporate customer feedback to improve the user experience of documentation.
- Execute user research and information architecture projects to contribute to content strategy.
- 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

- 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 (prev. 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
- **Content management systems**: Confluence, WordPress
- **Tools**: GitHub, Jira, Swagger, OpenAPI, Figma, Snagit, Camtasia, Qualtrics, G Suite, MS Office