

Shoshana Muhammad

- 10+ years of professional editing and writing experience within multiple industries
- Excellent project management, planning, organizational, and research skills
- A fast learner, not afraid to ask questions
- Motivated and excited by responsibility
- Efficient and practical

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EXPERIENCE

Technical Editor II

10/2015–present

Epson America, Long Beach, CA

- Create customer-facing documentation for consumer electronics products—including setup posters, user guides, warranties, user interface text, and FAQs—for approximately 30–40 projects per year.
- Created first-ever product installation guide for technicians.
- Perform hardware and software validations for products.
- Collaborate with localization team to ensure English text is translatable for other languages.
- Collaborate with Japanese counterparts and other divisions within the company to ensure accuracy and completeness of information.
- Write and edit scripts for approximately 10 short customer support videos per year.

Senior Technical Writer

5/2007–10/2015

American Honda Motor Co., Torrance, CA

- Created Owner's Guides for all Honda and Acura vehicles—including project management, scheduling, editing, writing, and production—for approximately 15–17 guides per year.
- Led the complete overhaul and redesign of the owner's manual kit for all Honda and Acura vehicles; resulted in both reduced printing costs and a reduction in vehicle weight.
- Edited and reviewed Navigation System Manuals for all Honda and Acura vehicles, approximately 15 guides per year.
- Performed vehicle and software validations as necessary.
- Collaborated with Japanese counterparts, other divisions within the company, and factory contacts to ensure accuracy and completeness of information.
- Adhered to publication deadlines and communicated with printer regarding press proofs, corrections, and graphics.
- Assisted marketing and outside vendors with Honda/Acura website copy and video scripts.

Assistant Editor

8/2006–5/2007

Human Factors & Ergonomics Society, Santa Monica, CA

- Intensive project management for monthly newsletter and quarterly magazine focusing on human factors research.
- Edited, wrote, and designed for publications and press releases.
- Corresponded with authors, publishers, and advertisers.
- Updated Web site and built Web pages.

SKILLS AND TRAINING

- Excellent editing and writing skills, knowledge of Chicago and AP styles
- Microsoft Office, Adobe InDesign/Acrobat/Photoshop/Illustrator/FrameMaker, Quark Xpress, DocZone Content Management System
- Intermediate proficiency in HTML/XML
- TEFL certification

EDUCATION

University of California at Los Angeles
B.A. in English Literature