Andy Sul

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EXPERIENCE

Technical Writer
METCOR/LSI   **March 2024 - Present, Remote**

· Create style guides, quick reference sheets, storyboards and various support materials.
· Edit and review developed content for training materials.
· Actively learn and research to become a Subject Matter Expert (SME) on a variety of topics.

Client Service Representative
Broadridge   **April 2023 - February 2024, Remote**

· Managed over 400 support cases per month, achieving a 20% reduction in wait time.
· Collaborated proactively with the product development team to offer valuable insights on recurring issues, directly contributing to enhancements in product functionality.
· Identified and resolve technical issues for clients, resulting in a 15% decrease in customer complaints.
· Documented calls and emails conversations in CRM to track client communication history.

Customer Service Associate
Lowe's   **February 2022 - February 2023, Lacey, WA**

· Delivered detailed presentations on rental contracts, damage protection plans, compliance, and penalties, increasing customer understanding by 25%.
· Managed, organized, checked out tool rentals through ticketing system to ensure they would be returned in a timely manner.
· Provided clear and concise instructions to educate clients on the proper usage of the product(s).

Inbound Sales Development Representative
Skilljar   **June 2022 - August 2022, Remote**

· Organized and initiated outreach to 80 prospects daily through cold calls and personalized emails.
· Collaborated with the marketing team to conduct a thorough analysis of the MQL process, identifying bottlenecks and inefficiencies, resulting in a 12% increase in converting leads.
· Conducted meetings via phone or Zoom to understand the challenges faced by prospects and companies.

EDUCATION

Specialization in API Documentation
University of Washington Professional Continuing Education · Remote
· Expected finish date in June 2024.

Bachelor of Arts in English (Creative Writing)
University of Washington · Seattle, WA · 2021

CERTIFICATIONS

XML Writing
Technical Writer HQ · 2024

Professional Technical Writing
University of Washington PCE · 2023

Resposive Web Design
freeCodeCamp · 2022
· (HTML and CSS)

SKILLS

● **Video Production and Video Editing**
● **Photography**
● **Programs: Microsoft 365, G-Suite, Canva, GitHub, Git, Visual Studio Code, Oxygen XML Editor**
● **Experience with: DITA, Markdown, REST**