Innovative and resourceful technical writer with over 5 years of writing experience in writing internal and end-user support and learning documentation. Written over 50% of technical manuals at Star Tech and received an award for boosting customer satisfaction by 20%. Seeking to increase customer satisfaction at Samsung and expand brand loyalty.

Simon Thompson

Technical Writer

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**Nationality**: American

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**Experience**

**Technical Writer - Star Tech | Atlanta, GA - 2015 – 2021**

* Worked directly with experts to prepare a manual of product operation;
* Prepared 50% of technical end-user manuals for flagship products;
* Trained additional 4 technical writers on research process and writing;
* Contributed to a 20% customer satisfaction increase

**Education**

Bachelor’s Degree in Journalism and Media

University of Florida | Gainesville, FL

(2013)

**Skills**

Copywriting|Content writing|Strategic planning|Technological Research|Content strategy|Client Management|Internal and External Communication|Graphic Design|Blog Writing

**Certification**  
Technical writing course from OSU

Certificate course in structured writing for technical documentation

Technical writing from Communicaid

**Hobbies**

Photography

Chess

Travel