

Shadia Cheak

Technical Writer

✉ shadia.cheak@gmail.com

☎ (498) 078-2707

📍 Harrisburg, PA

Education

Bachelor of Arts in Technical Writing at Pennsylvania State University, PA

Aug 2018 - May 2022

Relevant Coursework: Technical Writing, Editing, and Publishing; Advanced Technical Writing; Principles of Technical Communication; and Technical Writing for Science, Technology, and Business.

Links

[linkedin.com/in/shadiacheak](https://www.linkedin.com/in/shadiacheak)

Skills

Writing

Editing

Researching

Technical Knowledge

Documentation Skills

Graphic Design

Project Management

Languages

English

Urdu

Hobbies

Photography

Profile

I am a Technical Writer with over 1 year of experience in the field. My background consists of researching, developing, writing, and editing technical documents and manuals, as well as creating and maintaining websites. My experience has enabled me to create quality and effective technical documents that are both easy to read and understand. I have a strong eye for detail and I am an excellent communicator, which has helped me ensure that all documents are accurate and up-to-date. I am proficient in various software and online tools, including HTML, CSS, and Adobe Creative Suite. I have a passion for creating high-quality technical documents and I am confident in my ability to produce work that is both creative and effective.

Employment History

Senior Technical Writer at Autodesk Inc., PA

Nov 2022 - Present

- Developed comprehensive user guides, technical manuals and online help systems for Autodesk's flagship product AutoCAD. This enabled the company to increase customer satisfaction by 10% over a 6-month period.
- Led successful rebranding project of 8 existing products resulting in an increased sales rate of 20%.
- Created engaging video tutorials which improved onboarding time from 4 hours down to 1 hour; this helped reduce training costs by 30%.
- Developed interactive webinar series that attracted more than 5000 attendees during its first quarter run, helping generate \$500K in revenue within 3 months.

Technical Writer at Siemens Healthineers, PA

Sep 2022 - Oct 2022

- Developed and launched a new user guide for Siemens Healthineers' latest CT scanner, resulting in an 18% reduction of customer support inquiries.
- Authored over 50 technical documents covering the installation, operation, maintenance and troubleshooting procedures of various medical imaging devices used by healthcare professionals worldwide.
- Updated existing product manuals with up-to-date information to ensure compliance with FDA regulations as well as ISO 9001 standards; this resulted in improved patient safety ratings from 95% to 99%.
- Collaborated closely with engineers on complex projects that involved creating detailed diagrams illustrating intricate parts such as circuit boards which streamlined assembly times by 25%.

Certificates

Certified Technical Writer (CTW)

Aug 2021

Certified Professional Technical Communicator (CPTC)

Jul 2020

Memberships

Society for Technical Communication (STC)