Montserrath Rivenburg

Technical Writer

Profile

Details

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(752) 787-3560

Fargo, ND

I am an experienced technical writer with over 1 year of experience in creating documentation for software, hardware, and other technical products. I have a strong background in writing and editing technical documents, manuals, and user guides. I am skilled in translating complex technical topics into easy-to-understand language. I am also experienced in using a variety of software programs, such as Adobe InDesign, Adobe Photoshop, and Microsoft Word. I am passionate about creating engaging and accurate technical documents to help users better understand products and services.

Employment History

Senior Technical Writer at Microsoft, ND

Nov 2022 - Present

- Developed and implemented an efficient documentation process that reduced the time required to complete technical documents by 35%, resulting in a cost savings of $80,000 annually.
- Spearheaded the successful implementation of a unified knowledge base for all Microsoft products, providing customers with easy access to information and reducing customer service inquiries by 25%.
- Led the development of a comprehensive library of technical documents for all Microsoft products, resulting in a 40% increase in customer satisfaction ratings.
- Authored and published over 50 technical documents that were used by over 1 million users worldwide, resulting in an increase in sales of Microsoft products by 15%.

Technical Writer at Dell, ND

Jul 2022 - Sep 2022

- Authored and published over 500 technical documents for Dell's product lines, increasing customer satisfaction scores by 13%.
- Developed and implemented a new standardization system that reduced time spent on document production by 15%.
- Collaborated with engineering and marketing teams to create and update product user manuals, resulting in a 10% increase in sales.
- Launched a comprehensive online knowledge base that increased customer service inquiries resolved within 24 hours by 17%.

Education

Bachelor of Arts in Technical Writing at North Dakota State University, Fargo, ND

Aug 2018 - May 2022

Relevant Coursework: Technical Writing, Professional Editing, Document Design, Technical Communication.

Links

linkedin.com/in/montserrathrivenburg