

Goldy Cordiano

Technical Writer

Profile

Details

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(518) 803-9135

Austin, TX

I am a Technical Writer with over 1 year of experience in writing, editing, and publishing content for various industries. I have extensive knowledge of writing and editing styles and procedures, as well as the ability to collaborate effectively with other departments. My experience includes developing and maintaining user manuals, creating technical diagrams, and developing technical documentation for both in-house and external clients. I am also proficient in using content management systems, such as WordPress and Drupal, as well as Adobe InDesign and Microsoft Office Suite. I am able to work independently as well as in a team setting, and I am comfortable working in fast-paced environments.

Employment History

Senior Technical Writer at Lionbridge Technologies, OR

Nov 2022 - Present

- Developed a comprehensive technical documentation library for Lionbridge Technologies, OR that was used to train new employees. This resulted in an 80% reduction of onboarding time and improved the productivity by 25%.
- Crafted detailed user guides which were distributed across 17 different countries resulting in 485 customer support requests being resolved automatically within 24 hours.
- Wrote over 50 blog posts for the company's website about various topics related to technology; this led to increased traffic on our site with more than 15K unique visitors per day from around the world.

Technical Writer at ProEdit, Inc., OR

Aug 2022 - Oct 2022

- Developed technical documentation for a new software application that was used by over 500 users, reducing customer support calls to the help desk team by 25%.
 - Authored two user manuals with detailed instructions and screenshots on how to use ProEdit's web-based platform. This resulted in an increase of 10% in onboarding efficiency among first time users.
 - Created a comprehensive style guide outlining formatting conventions which enabled other content creators at ProEdit Inc., OR save 40 hours annually while writing product related documents.
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Education

Bachelor of Arts in Technical Writing at Oregon State University, Corvallis, OR

Aug 2017 - May 2022

Relevant Coursework: Technical Writing, Professional Writing, Editing, Document Design, Technical Editing, and Multimedia Design.
