

# AVERY LIN

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## Technical Writer Focused on Clarity, Accuracy, and User-Centered Documentation

Dynamic technical writer with seven years of experience creating clear, concise documentation for software products, APIs, and end-user systems. Skilled in translating complex technical information into accessible content. Known for reducing support requests, improving user onboarding, and maintaining consistent documentation across fast-paced Agile environments.

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## Professional Experience

### Technical Writer *DevSync Technologies, Boston, MA | March 2021 - Present*

- Created product documentation, release notes, and developer guides for 12+ web and mobile applications used by over 500,000 users
- Collaborated with engineers and product managers to develop API documentation, decreasing developer onboarding time by 40%
- Launched an internal documentation portal, reducing support tickets by 25% and streamlining knowledge sharing across departments

### Technical Communications Specialist *Northridge Solutions, Cambridge, MA | June 2017 - February 2019*

- Wrote and maintained user manuals and help content for enterprise software platforms with 100,000+ active users
- Standardized style guides and templates across documentation teams, improving consistency and reducing editing time by 35%
- Partnered with UX designers to integrate contextual help into the UI, enhancing product usability and reducing training time

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## Key Skills

- API documentation
- Content management systems (CMS)
- Editing and proofreading
- Markdown and HTML
- Style guide development
- User manuals and knowledge bases

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## Education

**Bachelor of Arts (B.A.) English and Technical Communication** Northeastern University, Boston, MA | May 2016

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## Certifications

**Certified Professional Technical Communicator (CPTC)** | September 2020

**API Technical Writing Certificate – Google Developers** | May 2018